Human Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

			Top Number - Total Incidents Bottom Number - First Contact Resolution			
Customer Company	**Assigned Group**	**Assigned to Individual**	**High**	**Low**	**Medium**	**FCR Total**
Human Services	Application Development	Casey Wardle	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Services	Bart Purser	0 0	1 0	0 0	1 0
		Danielle Hood	0 0	17 0	0 0	17 0
		Dustin Crump	0 0	17 0	0 0	17 0
		Martin Gonzalez	0 0	4 4	0 0	4 4
		Paul Lundell	0 0	4 0	2 0	6 0
		Tony Larsen	0 0	23 3	1 0	24 3
		Tracy Goble	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	67 7	3 0	70 7
	Application Support	Justin Rasmussen	0 0	2 0	0 0	2 0

Human Services

			High	Low	Medium	FCR Total
Human Services	Application Support	Assigned to Individual Total	0 0	2 0	0 0	2 0
	Application Support - EREP Systems	None	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Application Support - Web Apps	Brent Mabey	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Billing	Sara Brown	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Campus Networking	Charmaine Malan	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Capitol Desktop Support	Tracy Goble	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Hosting	Conn Peterson	0 0	1 0	0 0	1 0
		Doug Law	0 0	1 0	0 0	1 0
		Mike Tyrrell	1 0	2 0	0 0	3 0

Human Services

			High	Low	Medium	FCR Total
Human Services	Capitol Hosting	Assigned to Individual Total	1 0	4 0	0 0	5 0
	Help Desk	Brenda Treadway	0 0	33 33	0 0	33 33
		Eileen Dubach	0 0	18 18	0 0	18 18
		James Stearns	0 0	29 29	0 0	29 29
		Julie VanBeekum	0 0	23 23	0 0	23 23
		Sarah Johnson	0 0	4 0	0 0	4 0
		Vicky Marrelli	0 0	42 41	0 0	42 41
		Assigned to Individual Total	0 0	149 144	0 0	149 144
	Metro A Desktop Support	Mike Beynon	0 0	12 4	0 0	12 4
		Mike Wilde	0 0	1 0	0 0	1 0
		Rodney Austin	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	14 5	0 0	14 5
	Metro A Help Desk	Cindy Schroeder	0 0	2 2	0 0	2 2
		Ed Conrad	0 0	6 6	0 0	6 6

Human Services

Human Services			High	Low	Medium	FCR Total
Human Services	Metro A Help Desk	Liz Evans	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	10 10	0 0	10 10
	Metro A Hosting	Keith Scholl	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Metro B Desktop Support	Annice Valdez	0 0	51 2	2 0	53 2
		Anthony Booyse	0 0	16 0	0 0	16 0
		Bill Crowther	0 0	14 0	0 0	14 0
		Cindy Reed	0 0	3 0	0 0	3 0
		Jay Locker	0 0	20 1	0 0	20 1
		Ken Bolkcom	0 0	10 2	1 0	11 2
		Matthew Blunk	0 0	1 0	0 0	1 0
		Michael Barth	0 0	13 2	0 0	13 2
		Peter Musser	0 0	16 5	1 0	17 5
		Tyler Pearce	0 0	11 3	0 0	11 3

Human Services

			High	Low	Medium	FCR Total
Human Services	Metro B Desktop Support	Wayne Higgs	0 0	15 1	0 0	15 1
		Assigned to Individual Total	0 0	170 16	4 0	174 16
	Metro B Help Desk	Ed Conrad	0 0	107 70	1 0	108 70
		Gary Graham	0 0	286 200	0 0	286 200
		Janet Hongsyvilay	0 0	130 102	1 0	131 102
		Val Shepherd	0 0	236 156	1 0	237 156
		Assigned to Individual Total	0 0	759 528	3 0	762 528
	Metro B Hosting	James Gramse	0 0	3 2	0 0	3 2
		Justin Rasmussen	0 0	5 0	0 0	5 0
		Paul Engberson	0 0	1 0	1 0	2 0
		Paul Seager	0 0	8 0	1 0	9 0
		Assigned to Individual Total	0 0	17 2	2 0	19 2
	Metro C Desktop Support	Chad D Fowers	0 0	5 1	0 0	5 1
		Ed Radke	0 0	1 0	0 0	1 0

Enterprise Incident Report March 2012

As of 4/2/2012

Human Services

			High	Low	Medium	FCR Total
Human Services	Metro C Desktop Support	Ken Knobel	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	9 1	0 0	9 1
	Metro C Help Desk	Chris Olson	0 0	2 0	0 0	2 0
		Cindy Romrell	0 0	1 1	0 0	1 1
		Reed Stohel	0 0	81 80	0 0	81 80
		Ross Owen	0 0	44 44	0 0	44 44
		Assigned to Individual Total	0 0	128 125	0 0	128 125
	Metro D Help Desk	Doug Brown	0 0	3 3	0 0	3 3
		Assigned to Individual Total	0 0	3 3	0 0	3 3
	Network Operations	Brian Chatwin	0 0	1 0	0 0	1 0
		J. L. Flack	0 0	0 0	1 0	1 0
		Kelli Okumura	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	2 1	1 0	3 1
	Operations Production Control	Cal Brinton	0 0	5 2	0 0	5 2

Human Services

			High	Low	Medium	FCR Total
Human Services	Operations Production Control	Christie Burnham	0 0	3 2	0 0	3 2
		Duane Hardy	0 0	3 1	0 0	3 1
		Assigned to Individual Total	0 0	11 5	0 0	11 5
	ORS Adobe Support	Justin Rasmussen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	ORS Content Manager	Dan Barrett	0 0	6 1	0 0	6 1
		Les Roberts	0 0	6 0	1 0	7 0
		Pam Lee	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	13 1	1 0	14 1
	Rural Central Desktop Support	Gerald Adams	0 0	4 2	0 0	4 2
		Jay Barfuss	0 0	24 20	0 0	24 20
		Jeremy Standifird	0 0	17 2	0 0	17 2
		Jessica Purcell	0 0	31 25	0 0	31 25
		John Donaldson	0 0	34 29	0 0	34 29

Enterprise Incident Report March 2012

As of 4/2/2012

Human Services

			High	Low	Medium	FCR Total
Human Services	Rural Central Desktop Support	Paul Petersen	0 0	30 12	0 0	30 12
		Robert Case	0 0	61 27	0 0	61 27
		Ron LeBaron	0 0	47 21	0 0	47 21
		Todd Hardy	0 0	6 6	0 0	6 6
		Troy Morris	0 0	12 2	0 0	12 2
		Assigned to Individual Total	0 0	266 146	0 0	266 146
	Rural North Desktop Support	Dane Smith	0 0	7 1	0 0	7 1
		Don Higgs	0 0	2 2	0 0	2 2
		Kim Ratushniak	0 0	22 22	0 0	22 22
		Lori Hartzell	0 0	35 25	0 0	35 25
		Neil Smedley	0 0	3 0	0 0	3 0
		Rodney Peterson	0 0	1 0	0 0	1 0
		Ruston McKay	0 0	86 86	0 0	86 86
		Ryan Casey	0 0	22 5	0 0	22 5

Enterprise Incident Report March 2012

As of 4/2/2012

Human Services

			High	Low	Medium	FCR Total
Human Services	Rural North Desktop Support	**Assigned to Individual Total**	0 0	178 141	0 0	178 141
	Rural South Desktop Support	Cheri Oldham	0 0	1 1	0 0	1 1
		Doug Thornton	0 0	12 7	0 0	12 7
		Joel Finlinson	0 0	3 1	0 0	3 1
		Julie Christensen	0 0	2 0	0 0	2 0
		Lance Nay	0 0	33 27	0 0	33 27
		Lane Adams	0 0	6 0	0 0	6 0
		Meladye Shively	0 0	7 0	0 0	7 0
		Ryan Bennett	0 0	6 0	2 0	8 0
		Scott Jesienouski	0 0	6 1	0 0	6 1
		Assigned to Individual Total	0 0	76 37	2 0	78 37
	Salt Lake Data Center Operations	Lehi Mills	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Security	Bart Grant	0 0	1 0	0 0	1 0

Enterprise Incident Report March 2012

As of 4/2/2012

Human Services

			High	Low	Medium	FCR Total
Human Services	Security	**Assigned to Individual Total**	0 0	1 0	0 0	1 0
	Strategic Communications	Luis Larios	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	USIIS Tech Support	Yukiko Yoneoka	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Voice Operations	Gail Christiansen	0 0	5 0	0 0	5 0
		Julie Sabato	0 0	2 0	0 0	2 0
		Kelly Johnson	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	39 16	2 0	41 16
		Assigned to Individual Total	0 0	47 16	2 0	49 16
	Voice/Data/WAN Services	Art Scott	0 0	2 0	0 0	2 0
		Craig Thompson	0 0	1 0	0 0	1 0
		Mike Johnson	0 0	2 0	0 0	2 0
		T Artis	0 0	1 0	0 0	1 0

Human Services

			High	Low	Medium	FCR Total
Human Services	Voice/Data/WAN Services	Assigned to Individual Total	0 0	6 0	0 0	6 0
	Assigned Group Total		1 0	1,946 1,190	19 0	1,966 1,190
Customer Company Total			1 0	1,946 1,190	19 0	1,966 1,190

Enterprise Incident Report March 2012

As of 4/2/2012

Human Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response			
			High	Low	Medium	MIR Total
Human Services	Application Development	Casey Wardle	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Services	Bart Purser	0 0	1 0	0 0	1 0
		Danielle Hood	0 0	17 7	0 0	17 7
		Dustin Crump	0 0	17 2	0 0	17 2
		Martin Gonzalez	0 0	4 2	0 0	4 2
		Paul Lundell	0 0	4 0	2 0	6 0
		Tony Larsen	0 0	23 6	1 0	24 6
		Tracy Goble	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	67 17	3 0	70 17
	Application Support	Justin Rasmussen	0 0	2 0	0 0	2 0

Enterprise Incident Report March 2012

As of 4/2/2012

Human Services

			High	Low	Medium	MIR Total
Human Services	Application Support	Assigned to Individual Total	0 0	2 0	0 0	2 0
	Application Support - EREP Systems	None	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - Web Apps	Brent Mabey	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Billing	Sara Brown	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	2 2	0 0	2 2
	Campus Networking	Charmaine Malan	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Desktop Support	Tracy Goble	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Hosting	Conn Peterson	0 0	1 0	0 0	1 0
		Doug Law	0 0	1 0	0 0	1 0
		Mike Tyrrell	1 0	2 1	0 0	3 1

Enterprise Incident Report March 2012

As of 4/2/2012

Human Services

			High	Low	Medium	MIR Total
Human Services	Capitol Hosting	Assigned to Individual Total	1 0	4 1	0 0	5 1
	Help Desk	Brenda Treadway	0 0	33 0	0 0	33 0
		Eileen Dubach	0 0	18 0	0 0	18 0
		James Stearns	0 0	29 0	0 0	29 0
		Julie VanBeekum	0 0	23 0	0 0	23 0
		Sarah Johnson	0 0	4 0	0 0	4 0
		Vicky Marrelli	0 0	42 0	0 0	42 0
		Assigned to Individual Total	0 0	149 0	0 0	149 0
	Metro A Desktop Support	Mike Beynon	0 0	12 1	0 0	12 1
		Mike Wilde	0 0	1 0	0 0	1 0
		Rodney Austin	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	14 1	0 0	14 1
	Metro A Help Desk	Cindy Schroeder	0 0	2 0	0 0	2 0
		Ed Conrad	0 0	6 0	0 0	6 0

Enterprise Incident Report March 2012

As of 4/2/2012

Human Services

			High	Low	Medium	MIR Total
Human Services	Metro A Help Desk	Liz Evans	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	10 0	0 0	10 0
	Metro A Hosting	Keith Scholl	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Metro B Desktop Support	Annice Valdez	0 0	51 1	2 0	53 1
		Anthony Booyse	0 0	16 0	0 0	16 0
		Bill Crowther	0 0	14 1	0 0	14 1
		Cindy Reed	0 0	3 0	0 0	3 0
		Jay Locker	0 0	20 0	0 0	20 0
		Ken Bolkcom	0 0	10 1	1 0	11 1
		Matthew Blunk	0 0	1 0	0 0	1 0
		Michael Barth	0 0	13 0	0 0	13 0
		Peter Musser	0 0	16 1	1 0	17 1
		Tyler Pearce	0 0	11 1	0 0	11 1

Human Services

			High	Low	Medium	MIR Total
Human Services	Metro B Desktop Support	Wayne Higgs	0 0	15 0	0 0	15 0
		Assigned to Individual Total	0 0	170 5	4 0	174 5
	Metro B Help Desk	Ed Conrad	0 0	107 1	1 0	108 1
		Gary Graham	0 0	286 5	0 0	286 5
		Janet Hongsyvilay	0 0	130 2	1 0	131 2
		Val Shepherd	0 0	236 7	1 0	237 7
		Assigned to Individual Total	0 0	759 15	3 0	762 15
	Metro B Hosting	James Gramse	0 0	3 0	0 0	3 0
		Justin Rasmussen	0 0	5 0	0 0	5 0
		Paul Engberson	0 0	1 1	1 0	2 1
		Paul Seager	0 0	8 0	1 0	9 0
		Assigned to Individual Total	0 0	17 1	2 0	19 1
	Metro C Desktop Support	Chad D Fowers	0 0	5 0	0 0	5 0
		Ed Radke	0 0	1 0	0 0	1 0

Human Services

			High	Low	Medium	MIR Total
Human Services	Metro C Desktop Support	Ken Knobel	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	9 0	0 0	9 0
	Metro C Help Desk	Chris Olson	0 0	2 0	0 0	2 0
		Cindy Romrell	0 0	1 0	0 0	1 0
		Reed Stohel	0 0	81 0	0 0	81 0
		Ross Owen	0 0	44 0	0 0	44 0
		Assigned to Individual Total	0 0	128 0	0 0	128 0
	Metro D Help Desk	Doug Brown	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Network Operations	Brian Chatwin	0 0	1 0	0 0	1 0
		J. L. Flack	0 0	0 0	1 0	1 0
		Kelli Okumura	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	1 0	3 0
	Operations Production Control	Cal Brinton	0 0	5 2	0 0	5 2

Human Services

			High	Low	Medium	MIR Total
Human Services	Operations Production Control	Christie Burnham	0 0	3 0	0 0	3 0
		Duane Hardy	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	11 2	0 0	11 2
	ORS Adobe Support	Justin Rasmussen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	ORS Content Manager	Dan Barrett	0 0	6 1	0 0	6 1
		Les Roberts	0 0	6 6	1 1	7 7
		Pam Lee	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	13 7	1 1	14 8
	Rural Central Desktop Support	Gerald Adams	0 0	4 0	0 0	4 0
		Jay Barfuss	0 0	24 0	0 0	24 0
		Jeremy Standifird	0 0	17 0	0 0	17 0
		Jessica Purcell	0 0	31 0	0 0	31 0
		John Donaldson	0 0	34 2	0 0	34 2

Enterprise Incident Report March 2012
As of 4/2/2012

Human Services

			High	Low	Medium	MIR Total
Human Services	Rural Central Desktop Support	Paul Petersen	0 0	30 1	0 0	30 1
		Robert Case	0 0	61 6	0 0	61 6
		Ron LeBaron	0 0	47 2	0 0	47 2
		Todd Hardy	0 0	6 0	0 0	6 0
		Troy Morris	0 0	12 2	0 0	12 2
		Assigned to Individual Total	0 0	266 13	0 0	266 13
	Rural North Desktop Support	Dane Smith	0 0	7 0	0 0	7 0
		Don Higgs	0 0	2 0	0 0	2 0
		Kim Ratushniak	0 0	22 0	0 0	22 0
		Lori Hartzell	0 0	35 2	0 0	35 2
		Neil Smedley	0 0	3 0	0 0	3 0
		Rodney Peterson	0 0	1 1	0 0	1 1
		Ruston McKay	0 0	86 1	0 0	86 1
		Ryan Casey	0 0	22 3	0 0	22 3

Human Services

			High	Low	Medium	MIR Total
Human Services	Rural North Desktop Support	Assigned to Individual Total	0 0	178 7	0 0	178 7
	Rural South Desktop Support	Cheri Oldham	0 0	1 0	0 0	1 0
		Doug Thornton	0 0	12 1	0 0	12 1
		Joel Finlinson	0 0	3 0	0 0	3 0
		Julie Christensen	0 0	2 1	0 0	2 1
		Lance Nay	0 0	33 0	0 0	33 0
		Lane Adams	0 0	6 2	0 0	6 2
		Meladye Shively	0 0	7 1	0 0	7 1
		Ryan Bennett	0 0	6 1	2 0	8 1
		Scott Jesienouski	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	76 6	2 0	78 6
	Salt Lake Data Center Operations	Lehi Mills	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Security	Bart Grant	0 0	1 0	0 0	1 0

Human Services

			High	Low	Medium	MIR Total
Human Services	Security	Assigned to Individual Total	0 0	1 0	0 0	1 0
	Strategic Communications	Luis Larios	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	USIIS Tech Support	Yukiko Yoneoka	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Voice Operations	Gail Christiansen	0 0	5 1	0 0	5 1
		Julie Sabato	0 0	2 0	0 0	2 0
		Kelly Johnson	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	39 4	2 0	41 4
		Assigned to Individual Total	0 0	47 5	2 0	49 5
	Voice/Data/WAN Services	Art Scott	0 0	2 1	0 0	2 1
		Craig Thompson	0 0	1 0	0 0	1 0
		Mike Johnson	0 0	2 0	0 0	2 0
		T Artis	0 0	1 0	0 0	1 0

Enterprise Incident Report March 2012

As of 4/2/2012

Human Services

			High	Low	Medium	MIR Total
Human Services	Voice/Data/WAN Services	**Assigned to Individual Total**	0 0	6 1	0 0	6 1
	Assigned Group Total		1 0	1,946 84	19 1	1,966 85
Customer Company Total			1 0	1,946 84	19 1	1,966 85

Enterprise Incident Report March 2012

As of 4/2/2012

Human Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Human Services	Application Development	Casey Wardle	0 0.00	1 0.69	0 0.00	1 0.69
		Assigned to Individual Total	0 0.00	1 0.69	0 0.00	1 0.69
	Application Services	Bart Purser	0 0.00	1 0.67	0 0.00	1 0.67
		Danielle Hood	0 0.00	17 0.86	0 0.00	17 0.86
		Dustin Crump	0 0.00	17 0.42	0 0.00	17 0.42
		Martin Gonzalez	0 0.00	4 1.94	0 0.00	4 1.94
		Paul Lundell	0 0.00	4 0.18	2 0.22	6 0.20
		Tony Larsen	0 0.00	23 0.56	1 0.68	24 0.57
		Tracy Goble	0 0.00	1 0.47	0 0.00	1 0.47
		Assigned to Individual Total	0 0.00	67 0.66	3 0.37	70 0.65
	Application Support	Justin Rasmussen	0 0.00	2 0.00	0 0.00	2 0.00

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Application Support	Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Application Support - EREP Systems	None	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Application Support - Web Apps	Brent Mabey	0 0.00	1 0.27	0 0.00	1 0.27
		Assigned to Individual Total	0 0.00	1 0.27	0 0.00	1 0.27
	Billing	Sara Brown	0 0.00	2 12.32	0 0.00	2 12.32
		Assigned to Individual Total	0 0.00	2 12.32	0 0.00	2 12.32
	Campus Networking	Charmaine Malan	0 0.00	1 0.25	0 0.00	1 0.25
		Assigned to Individual Total	0 0.00	1 0.25	0 0.00	1 0.25
	Capitol Desktop Support	Tracy Goble	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Capitol Hosting	Conn Peterson	0 0.00	1 0.89	0 0.00	1 0.89
		Doug Law	0 0.00	1 0.15	0 0.00	1 0.15
		Mike Tyrrell	1 0.34	2 2.09	0 0.00	3 1.51

Enterprise Incident Report March 2012
As of 4/2/2012

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Capitol Hosting	Assigned to Individual Total	1 0.34	4 1.30	0 0.00	5 1.11
	Help Desk	Brenda Treadway	0 0.00	33 0.03	0 0.00	33 0.03
		Eileen Dubach	0 0.00	18 0.07	0 0.00	18 0.07
		James Stearns	0 0.00	29 0.00	0 0.00	29 0.00
		Julie VanBeekum	0 0.00	23 0.02	0 0.00	23 0.02
		Sarah Johnson	0 0.00	4 0.22	0 0.00	4 0.22
		Vicky Marrelli	0 0.00	42 0.01	0 0.00	42 0.01
		Assigned to Individual Total	0 0.00	149 0.03	0 0.00	149 0.03
	Metro A Desktop Support	Mike Beynon	0 0.00	12 0.23	0 0.00	12 0.23
		Mike Wilde	0 0.00	1 0.45	0 0.00	1 0.45
		Rodney Austin	0 0.00	1 0.34	0 0.00	1 0.34
		Assigned to Individual Total	0 0.00	14 0.25	0 0.00	14 0.25
	Metro A Help Desk	Cindy Schroeder	0 0.00	2 0.03	0 0.00	2 0.03
		Ed Conrad	0 0.00	6 0.00	0 0.00	6 0.00

Enterprise Incident Report March 2012
As of 4/2/2012

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Metro A Help Desk	Liz Evans	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	10 0.01	0 0.00	10 0.01
	Metro A Hosting	Keith Scholl	0 0.00	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	1 0.00
	Metro B Desktop Support	Annice Valdez	0 0.00	51 0.15	2 0.23	53 0.15
		Anthony Booyse	0 0.00	16 0.13	0 0.00	16 0.13
		Bill Crowther	0 0.00	14 0.35	0 0.00	14 0.35
		Cindy Reed	0 0.00	3 0.09	0 0.00	3 0.09
		Jay Locker	0 0.00	20 0.21	0 0.00	20 0.21
		Ken Bolkcom	0 0.00	10 0.37	1 0.15	11 0.35
		Matthew Blunk	0 0.00	1 0.06	0 0.00	1 0.06
		Michael Barth	0 0.00	13 0.15	0 0.00	13 0.15
		Peter Musser	0 0.00	16 0.24	1 0.05	17 0.23
		Tyler Pearce	0 0.00	11 0.17	0 0.00	11 0.17

Enterprise Incident Report March 2012

As of 4/2/2012

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Metro B Desktop Support	Wayne Higgs	0 0.00	15 0.19	0 0.00	15 0.19
		Assigned to Individual Total	0 0.00	170 0.20	4 0.16	174 0.20
	Metro B Help Desk	Ed Conrad	0 0.00	107 0.10	1 0.51	108 0.10
		Gary Graham	0 0.00	286 0.12	0 0.00	286 0.12
		Janet Hongsyvilay	0 0.00	130 0.07	1 0.13	131 0.07
		Val Shepherd	0 0.00	236 0.13	1 0.00	237 0.13
		Assigned to Individual Total	0 0.00	759 0.11	3 0.21	762 0.11
	Metro B Hosting	James Gramse	0 0.00	3 0.28	0 0.00	3 0.28
		Justin Rasmussen	0 0.00	5 0.00	0 0.00	5 0.00
		Paul Engberson	0 0.00	1 1.10	1 0.04	2 0.57
		Paul Seager	0 0.00	8 0.03	1 0.00	9 0.03
		Assigned to Individual Total	0 0.00	17 0.13	2 0.02	19 0.12
	Metro C Desktop Support	Chad D Fowers	0 0.00	5 0.15	0 0.00	5 0.15
		Ed Radke	0 0.00	1 0.42	0 0.00	1 0.42

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Metro C Desktop Support	Ken Knobel	0 0.00	3 0.23	0 0.00	3 0.23
		Assigned to Individual Total	0 0.00	9 0.21	0 0.00	9 0.21
	Metro C Help Desk	Chris Olson	0 0.00	2 0.00	0 0.00	2 0.00
		Cindy Romrell	0 0.00	1 0.00	0 0.00	1 0.00
		Reed Stohel	0 0.00	81 0.00	0 0.00	81 0.00
		Ross Owen	0 0.00	44 0.02	0 0.00	44 0.02
		Assigned to Individual Total	0 0.00	128 0.01	0 0.00	128 0.01
	Metro D Help Desk	Doug Brown	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	3 0.00	0 0.00	3 0.00
	Network Operations	Brian Chatwin	0 0.00	1 0.00	0 0.00	1 0.00
		J. L. Flack	0 0.00	0 0.00	1 0.35	1 0.35
		Kelli Okumura	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.00	1 0.35	3 0.12
	Operations Production Control	Cal Brinton	0 0.00	5 1.66	0 0.00	5 1.66

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Operations Production Control	Christie Burnham	0 0.00	3 0.09	0 0.00	3 0.09
		Duane Hardy	0 0.00	3 0.05	0 0.00	3 0.05
		Assigned to Individual Total	0 0.00	11 0.79	0 0.00	11 0.79
	ORS Adobe Support	Justin Rasmussen	0 0.00	1 0.81	0 0.00	1 0.81
		Assigned to Individual Total	0 0.00	1 0.81	0 0.00	1 0.81
	ORS Content Manager	Dan Barrett	0 0.00	6 0.66	0 0.00	6 0.66
		Les Roberts	0 0.00	6 2.02	1 4.20	7 2.33
		Pam Lee	0 0.00	1 0.14	0 0.00	1 0.14
		Assigned to Individual Total	0 0.00	13 1.25	1 4.20	14 1.46
	Rural Central Desktop Support	Gerald Adams	0 0.00	4 0.00	0 0.00	4 0.00
		Jay Barfuss	0 0.00	24 0.00	0 0.00	24 0.00
		Jeremy Standifird	0 0.00	17 0.03	0 0.00	17 0.03
		Jessica Purcell	0 0.00	31 0.00	0 0.00	31 0.00
		John Donaldson	0 0.00	34 0.08	0 0.00	34 0.08

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Rural Central Desktop Support	Paul Petersen	0 0.00	30 0.08	0 0.00	30 0.08
		Robert Case	0 0.00	61 0.30	0 0.00	61 0.30
		Ron LeBaron	0 0.00	47 0.12	0 0.00	47 0.12
		Todd Hardy	0 0.00	6 0.00	0 0.00	6 0.00
		Troy Morris	0 0.00	12 0.54	0 0.00	12 0.54
		Assigned to Individual Total	0 0.00	266 0.14	0 0.00	266 0.14
	Rural North Desktop Support	Dane Smith	0 0.00	7 0.25	0 0.00	7 0.25
		Don Higgs	0 0.00	2 0.00	0 0.00	2 0.00
		Kim Ratushniak	0 0.00	22 0.07	0 0.00	22 0.07
		Lori Hartzell	0 0.00	35 0.18	0 0.00	35 0.18
		Neil Smedley	0 0.00	3 0.29	0 0.00	3 0.29
		Rodney Peterson	0 0.00	1 1.42	0 0.00	1 1.42
		Ruston McKay	0 0.00	86 0.01	0 0.00	86 0.01
		Ryan Casey	0 0.00	22 0.43	0 0.00	22 0.43

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Rural North Desktop Support	**Assigned to Individual Total**	0 0.00	178 0.13	0 0.00	178 0.13
	Rural South Desktop Support	Cheri Oldham	0 0.00	1 0.00	0 0.00	1 0.00
		Doug Thornton	0 0.00	12 0.27	0 0.00	12 0.27
		Joel Finlinson	0 0.00	3 0.16	0 0.00	3 0.16
		Julie Christensen	0 0.00	2 1.21	0 0.00	2 1.21
		Lance Nay	0 0.00	33 0.05	0 0.00	33 0.05
		Lane Adams	0 0.00	6 0.61	0 0.00	6 0.61
		Meladye Shively	0 0.00	7 0.54	0 0.00	7 0.54
		Ryan Bennett	0 0.00	6 0.58	2 0.09	8 0.46
		Scott Jesienouski	0 0.00	6 0.24	0 0.00	6 0.24
		Assigned to Individual Total	0 0.00	76 0.27	2 0.09	78 0.26
	Salt Lake Data Center Operations	Lehi Mills	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Security	Bart Grant	0 0.00	1 0.52	0 0.00	1 0.52

Enterprise Incident Report March 2012

As of 4/2/2012

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Security	**Assigned to Individual Total**	0 0.00	1 0.52	0 0.00	1 0.52
	Strategic Communications	Luis Larios	0 0.00	3 0.34	0 0.00	3 0.34
		Assigned to Individual Total	0 0.00	3 0.34	0 0.00	3 0.34
	USIIS Tech Support	Yukiko Yoneoka	0 0.00	2 1.14	0 0.00	2 1.14
		Assigned to Individual Total	0 0.00	2 1.14	0 0.00	2 1.14
	Voice Operations	Gail Christiansen	0 0.00	5 0.66	0 0.00	5 0.66
		Julie Sabato	0 0.00	2 0.23	0 0.00	2 0.23
		Kelly Johnson	0 0.00	1 0.08	0 0.00	1 0.08
		Romanza Hamblin Sorensen	0 0.00	39 1.60	2 0.36	41 1.54
		Assigned to Individual Total	0 0.00	47 1.41	2 0.36	49 1.37
	Voice/Data/WAN Services	Art Scott	0 0.00	2 0.94	0 0.00	2 0.94
		Craig Thompson	0 0.00	1 0.19	0 0.00	1 0.19
		Mike Johnson	0 0.00	2 0.36	0 0.00	2 0.36
		T Artis	0 0.00	1 0.29	0 0.00	1 0.29

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Voice/Data/WAN Services	Assigned to Individual Total	0 0.00	6 0.51	0 0.00	6 0.51
	Assigned Group Total		1 0.34	1,946 0.20	19 0.42	1,966 0.20
Customer Company Total			1 0.34	1,946 0.20	19 0.42	1,966 0.20

Enterprise Incident Report March 2012

As of 4/2/2012

Human Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

| | | | **Top Number - Total Incidents** | | | |
| | | | **Bottom Number - Missed Resolution** | | | |
Customer Company	**Assigned Group**	**Assigned to Individual**	**High**	**Low**	**Medium**	**MR Total**
Human Services	Application Development	Casey Wardle	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Services	Bart Purser	0 0	1 0	0 0	1 0
		Danielle Hood	0 0	17 3	0 0	17 3
		Dustin Crump	0 0	17 1	0 0	17 1
		Martin Gonzalez	0 0	4 1	0 0	4 1
		Paul Lundell	0 0	4 0	2 0	6 0
		Tony Larsen	0 0	23 4	1 0	24 4
		Tracy Goble	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	67 9	3 0	70 9
	Application Support	Justin Rasmussen	0 0	2 0	0 0	2 0

Enterprise Incident Report March 2012

As of 4/2/2012

Human Services

			High	Low	Medium	MR Total
Human Services	Application Support	Assigned to Individual Total	0 0	2 0	0 0	2 0
	Application Support - EREP Systems	None	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - Web Apps	Brent Mabey	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Billing	Sara Brown	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	2 2	0 0	2 2
	Campus Networking	Charmaine Malan	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Desktop Support	Tracy Goble	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Hosting	Conn Peterson	0 0	1 0	0 0	1 0
		Doug Law	0 0	1 0	0 0	1 0
		Mike Tyrrell	1 0	2 0	0 0	3 0

Enterprise Incident Report March 2012

As of 4/2/2012

Human Services

			High	Low	Medium	MR Total
Human Services	Capitol Hosting	Assigned to Individual Total	1 0	4 0	0 0	5 0
	Help Desk	Brenda Treadway	0 0	33 0	0 0	33 0
		Eileen Dubach	0 0	18 0	0 0	18 0
		James Stearns	0 0	29 0	0 0	29 0
		Julie VanBeekum	0 0	23 0	0 0	23 0
		Sarah Johnson	0 0	4 0	0 0	4 0
		Vicky Marrelli	0 0	42 0	0 0	42 0
		Assigned to Individual Total	0 0	149 0	0 0	149 0
	Metro A Desktop Support	Mike Beynon	0 0	12 0	0 0	12 0
		Mike Wilde	0 0	1 0	0 0	1 0
		Rodney Austin	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	14 0	0 0	14 0
	Metro A Help Desk	Cindy Schroeder	0 0	2 0	0 0	2 0
		Ed Conrad	0 0	6 0	0 0	6 0

Enterprise Incident Report March 2012

As of 4/2/2012

Human Services

			High	Low	Medium	MR Total
Human Services	Metro A Help Desk	Liz Evans	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	10 0	0 0	10 0
	Metro A Hosting	Keith Scholl	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Metro B Desktop Support	Annice Valdez	0 0	51 0	2 0	53 0
		Anthony Booyse	0 0	16 0	0 0	16 0
		Bill Crowther	0 0	14 0	0 0	14 0
		Cindy Reed	0 0	3 0	0 0	3 0
		Jay Locker	0 0	20 1	0 0	20 1
		Ken Bolkcom	0 0	10 1	1 0	11 1
		Matthew Blunk	0 0	1 0	0 0	1 0
		Michael Barth	0 0	13 2	0 0	13 2
		Peter Musser	0 0	16 0	1 0	17 0
		Tyler Pearce	0 0	11 1	0 0	11 1

Enterprise Incident Report March 2012

As of 4/2/2012

Human Services

			High	Low	Medium	MR Total
Human Services	Metro B Desktop Support	Wayne Higgs	0 0	15 1	0 0	15 1
		Assigned to Individual Total	0 0	170 6	4 0	174 6
	Metro B Help Desk	Ed Conrad	0 0	107 0	1 0	108 0
		Gary Graham	0 0	286 2	0 0	286 2
		Janet Hongsyvilay	0 0	130 0	1 0	131 0
		Val Shepherd	0 0	236 0	1 0	237 0
		Assigned to Individual Total	0 0	759 2	3 0	762 2
	Metro B Hosting	James Gramse	0 0	3 0	0 0	3 0
		Justin Rasmussen	0 0	5 0	0 0	5 0
		Paul Engberson	0 0	1 0	1 0	2 0
		Paul Seager	0 0	8 0	1 0	9 0
		Assigned to Individual Total	0 0	17 0	2 0	19 0
	Metro C Desktop Support	Chad D Fowers	0 0	5 0	0 0	5 0
		Ed Radke	0 0	1 0	0 0	1 0

Enterprise Incident Report March 2012

As of 4/2/2012

Human Services

			High	Low	Medium	MR Total
Human Services	Metro C Desktop Support	Ken Knobel	0 0	3 1	0 0	3 1
		Assigned to Individual Total	0 0	9 1	0 0	9 1
	Metro C Help Desk	Chris Olson	0 0	2 0	0 0	2 0
		Cindy Romrell	0 0	1 0	0 0	1 0
		Reed Stohel	0 0	81 0	0 0	81 0
		Ross Owen	0 0	44 0	0 0	44 0
		Assigned to Individual Total	0 0	128 0	0 0	128 0
	Metro D Help Desk	Doug Brown	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Network Operations	Brian Chatwin	0 0	1 0	0 0	1 0
		J. L. Flack	0 0	0 0	1 0	1 0
		Kelli Okumura	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	1 0	3 0
	Operations Production Control	Cal Brinton	0 0	5 1	0 0	5 1

Enterprise Incident Report March 2012
As of 4/2/2012

Human Services

			High	Low	Medium	MR Total
Human Services	Operations Production Control	Christie Burnham	0 0	3 0	0 0	3 0
		Duane Hardy	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	11 1	0 0	11 1
	ORS Adobe Support	Justin Rasmussen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	ORS Content Manager	Dan Barrett	0 0	6 0	0 0	6 0
		Les Roberts	0 0	6 0	1 1	7 1
		Pam Lee	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	13 0	1 1	14 1
	Rural Central Desktop Support	Gerald Adams	0 0	4 0	0 0	4 0
		Jay Barfuss	0 0	24 1	0 0	24 1
		Jeremy Standifird	0 0	17 2	0 0	17 2
		Jessica Purcell	0 0	31 0	0 0	31 0
		John Donaldson	0 0	34 0	0 0	34 0

Human Services

			High	Low	Medium	MR Total
Human Services	Rural Central Desktop Support	Paul Petersen	0 0	30 1	0 0	30 1
		Robert Case	0 0	61 0	0 0	61 0
		Ron LeBaron	0 0	47 0	0 0	47 0
		Todd Hardy	0 0	6 0	0 0	6 0
		Troy Morris	0 0	12 0	0 0	12 0
		Assigned to Individual Total	0 0	266 4	0 0	266 4
	Rural North Desktop Support	Dane Smith	0 0	7 1	0 0	7 1
		Don Higgs	0 0	2 0	0 0	2 0
		Kim Ratushniak	0 0	22 0	0 0	22 0
		Lori Hartzell	0 0	35 0	0 0	35 0
		Neil Smedley	0 0	3 0	0 0	3 0
		Rodney Peterson	0 0	1 0	0 0	1 0
		Ruston McKay	0 0	86 0	0 0	86 0
		Ryan Casey	0 0	22 0	0 0	22 0

Human Services

			High	Low	Medium	MR Total
Human Services	Rural North Desktop Support	**Assigned to Individual Total**	0 0	178 1	0 0	178 1
	Rural South Desktop Support	Cheri Oldham	0 0	1 0	0 0	1 0
		Doug Thornton	0 0	12 0	0 0	12 0
		Joel Finlinson	0 0	3 0	0 0	3 0
		Julie Christensen	0 0	2 0	0 0	2 0
		Lance Nay	0 0	33 0	0 0	33 0
		Lane Adams	0 0	6 0	0 0	6 0
		Meladye Shively	0 0	7 0	0 0	7 0
		Ryan Bennett	0 0	6 0	2 0	8 0
		Scott Jesienouski	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	76 0	2 0	78 0
	Salt Lake Data Center Operations	Lehi Mills	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Security	Bart Grant	0 0	1 0	0 0	1 0

Enterprise Incident Report March 2012

As of 4/2/2012

Human Services

			High	Low	Medium	MR Total
Human Services	Security	**Assigned to Individual Total**	0 0	1 0	0 0	1 0
	Strategic Communications	Luis Larios	0 0	3 1	0 0	3 1
		Assigned to Individual Total	0 0	3 1	0 0	3 1
	USIIS Tech Support	Yukiko Yoneoka	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Voice Operations	Gail Christiansen	0 0	5 0	0 0	5 0
		Julie Sabato	0 0	2 0	0 0	2 0
		Kelly Johnson	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	39 1	2 0	41 1
		Assigned to Individual Total	0 0	47 1	2 0	49 1
	Voice/Data/WAN Services	Art Scott	0 0	2 0	0 0	2 0
		Craig Thompson	0 0	1 0	0 0	1 0
		Mike Johnson	0 0	2 0	0 0	2 0
		T Artis	0 0	1 0	0 0	1 0

Enterprise Incident Report March 2012

As of 4/2/2012

Human Services

			High	Low	Medium	MR Total
Human Services	Voice/Data/WAN Services	**Assigned to Individual Total**	0 0	6 0	0 0	6 0
	Assigned Group Total		1 0	1,946 28	19 1	1,966 29
Customer Company Total			1 0	1,946 28	19 1	1,966 29

Enterprise Incident Report March 2012

As of 4/2/2012

Human Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Human Services	Application Development	Casey Wardle	0 0.00	1 1.50	0 0.00	1 1.50
		Assigned to Individual Total	0 0.00	1 1.50	0 0.00	1 1.50
	Application Services	Bart Purser	0 0.00	1 1.17	0 0.00	1 1.17
		Danielle Hood	0 0.00	17 3.44	0 0.00	17 3.44
		Dustin Crump	0 0.00	17 2.08	0 0.00	17 2.08
		Martin Gonzalez	0 0.00	4 2.37	0 0.00	4 2.37
		Paul Lundell	0 0.00	4 1.00	2 0.46	6 0.82
		Tony Larsen	0 0.00	23 3.30	1 1.01	24 3.20
		Tracy Goble	0 0.00	1 2.00	0 0.00	1 2.00
		Assigned to Individual Total	0 0.00	67 2.78	3 0.64	70 2.69
	Application Support	Justin Rasmussen	0 0.00	2 0.00	0 0.00	2 0.00

Enterprise Incident Report March 2012

As of 4/2/2012

Human Services

			High	Low	Medium	ATTR Total
Human Services	Application Support	Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Application Support - EREP Systems	None	0 0.00	1	0 0.00	1
		Assigned to Individual Total	0 0.00	1	0 0.00	1
	Application Support - Web Apps	Brent Mabey	0 0.00	1 0.31	0 0.00	1 0.31
		Assigned to Individual Total	0 0.00	1 0.31	0 0.00	1 0.31
	Billing	Sara Brown	0 0.00	2 39.74	0 0.00	2 39.74
		Assigned to Individual Total	0 0.00	2 39.74	0 0.00	2 39.74
	Campus Networking	Charmaine Malan	0 0.00	1 0.36	0 0.00	1 0.36
		Assigned to Individual Total	0 0.00	1 0.36	0 0.00	1 0.36
	Capitol Desktop Support	Tracy Goble	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Capitol Hosting	Conn Peterson	0 0.00	1 0.89	0 0.00	1 0.89
		Doug Law	0 0.00	1 5.47	0 0.00	1 5.47
		Mike Tyrrell	1 0.34	2 2.10	0 0.00	3 1.51

Human Services

			High	Low	Medium	ATTR Total
Human Services	Capitol Hosting	**Assigned to Individual Total**	1 0.34	4 2.64	0 0.00	5 2.18
	Help Desk	Brenda Treadway	0 0.00	33 0.03	0 0.00	33 0.03
		Eileen Dubach	0 0.00	18 0.28	0 0.00	18 0.28
		James Stearns	0 0.00	29 0.00	0 0.00	29 0.00
		Julie VanBeekum	0 0.00	23 0.04	0 0.00	23 0.04
		Sarah Johnson	0 0.00	4 0.29	0 0.00	4 0.29
		Vicky Marrelli	0 0.00	42 0.03	0 0.00	42 0.03
		Assigned to Individual Total	0 0.00	149 0.06	0 0.00	149 0.06
	Metro A Desktop Support	Mike Beynon	0 0.00	12 0.79	0 0.00	12 0.79
		Mike Wilde	0 0.00	1 0.75	0 0.00	1 0.75
		Rodney Austin	0 0.00	1 1.64	0 0.00	1 1.64
		Assigned to Individual Total	0 0.00	14 0.85	0 0.00	14 0.85
	Metro A Help Desk	Cindy Schroeder	0 0.00	2 0.03	0 0.00	2 0.03
		Ed Conrad	0 0.00	6 0.02	0 0.00	6 0.02

Human Services

			High	Low	Medium	ATTR Total
Human Services	Metro A Help Desk	Liz Evans	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	10 0.02	0 0.00	10 0.02
	Metro A Hosting	Keith Scholl	0 0.00	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	1 0.00
	Metro B Desktop Support	Annice Valdez	0 0.00	51 1.43	2 0.85	53 1.41
		Anthony Booyse	0 0.00	16 1.17	0 0.00	16 1.17
		Bill Crowther	0 0.00	14 1.18	0 0.00	14 1.18
		Cindy Reed	0 0.00	3 0.96	0 0.00	3 0.96
		Jay Locker	0 0.00	20 2.17	0 0.00	20 2.17
		Ken Bolkcom	0 0.00	10 2.00	1 0.57	11 1.87
		Matthew Blunk	0 0.00	1 0.47	0 0.00	1 0.47
		Michael Barth	0 0.00	13 3.41	0 0.00	13 3.41
		Peter Musser	0 0.00	16 0.87	1 0.17	17 0.83
		Tyler Pearce	0 0.00	11 1.04	0 0.00	11 1.04

Human Services

			High	Low	Medium	ATTR Total
Human Services	Metro B Desktop Support	Wayne Higgs	0 0.00	15 1.83	0 0.00	15 1.83
		Assigned to Individual Total	0 0.00	170 1.60	4 0.61	174 1.58
	Metro B Help Desk	Ed Conrad	0 0.00	107 0.29	1 0.53	108 0.29
		Gary Graham	0 0.00	285 0.41	0 0.00	285 0.41
		Janet Hongsyvilay	0 0.00	129 0.17	1 0.42	130 0.18
		Val Shepherd	0 0.00	235 0.22	1 0.00	236 0.22
		Assigned to Individual Total	0 0.00	756 0.29	3 0.32	759 0.29
	Metro B Hosting	James Gramse	0 0.00	3 0.98	0 0.00	3 0.98
		Justin Rasmussen	0 0.00	5 0.00	0 0.00	5 0.00
		Paul Engberson	0 0.00	1 1.10	1 0.58	2 0.84
		Paul Seager	0 0.00	8 0.13	1 0.00	9 0.11
		Assigned to Individual Total	0 0.00	17 0.30	2 0.29	19 0.30
	Metro C Desktop Support	Chad D Fowers	0 0.00	5 2.02	0 0.00	5 2.02
		Ed Radke	0 0.00	1 5.72	0 0.00	1 5.72

Human Services

			High	Low	Medium	ATTR Total
Human Services	Metro C Desktop Support	Ken Knobel	0 0.00	3 2.35	0 0.00	3 2.35
		Assigned to Individual Total	0 0.00	9 2.54	0 0.00	9 2.54
	Metro C Help Desk	Chris Olson	0 0.00	2	0 0.00	2
		Cindy Romrell	0 0.00	1 0.00	0 0.00	1 0.00
		Reed Stohel	0 0.00	81 0.00	0 0.00	81 0.00
		Ross Owen	0 0.00	43 0.07	0 0.00	43 0.07
		Assigned to Individual Total	0 0.00	127 0.02	0 0.00	127 0.02
	Metro D Help Desk	Doug Brown	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	3 0.00	0 0.00	3 0.00
	Network Operations	Brian Chatwin	0 0.00	1 0.35	0 0.00	1 0.35
		J. L. Flack	0 0.00	0 0.00	1 0.35	1 0.35
		Kelli Okumura	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.18	1 0.35	3 0.24
	Operations Production Control	Cal Brinton	0 0.00	5 2.22	0 0.00	5 2.22

Human Services

			High	Low	Medium	ATTR Total
Human Services	Operations Production Control	Christie Burnham	0 0.00	3 0.22	0 0.00	3 0.22
		Duane Hardy	0 0.00	3 0.11	0 0.00	3 0.11
		Assigned to Individual Total	0 0.00	11 1.10	0 0.00	11 1.10
	ORS Adobe Support	Justin Rasmussen	0 0.00	1 1.58	0 0.00	1 1.58
		Assigned to Individual Total	0 0.00	1 1.58	0 0.00	1 1.58
	ORS Content Manager	Dan Barrett	0 0.00	6 1.57	0 0.00	6 1.57
		Les Roberts	0 0.00	6 2.02	1 4.20	7 2.33
		Pam Lee	0 0.00	1 0.14	0 0.00	1 0.14
		Assigned to Individual Total	0 0.00	13 1.67	1 4.20	14 1.85
	Rural Central Desktop Support	Gerald Adams	0 0.00	4 2.13	0 0.00	4 2.13
		Jay Barfuss	0 0.00	24 0.57	0 0.00	24 0.57
		Jeremy Standifird	0 0.00	17 1.89	0 0.00	17 1.89
		Jessica Purcell	0 0.00	31 0.00	0 0.00	31 0.00
		John Donaldson	0 0.00	34 0.08	0 0.00	34 0.08

Human Services

			High	Low	Medium	ATTR Total
Human Services	Rural Central Desktop Support	Paul Petersen	0 0.00	30 1.94	0 0.00	30 1.94
		Robert Case	0 0.00	61 1.01	0 0.00	61 1.01
		Ron LeBaron	0 0.00	47 0.84	0 0.00	47 0.84
		Todd Hardy	0 0.00	6 0.64	0 0.00	6 0.64
		Troy Morris	0 0.00	12 1.21	0 0.00	12 1.21
		Assigned to Individual Total	0 0.00	266 0.90	0 0.00	266 0.90
	Rural North Desktop Support	Dane Smith	0 0.00	7 5.22	0 0.00	7 5.22
		Don Higgs	0 0.00	2 0.14	0 0.00	2 0.14
		Kim Ratushniak	0 0.00	22 0.14	0 0.00	22 0.14
		Lori Hartzell	0 0.00	35 0.24	0 0.00	35 0.24
		Neil Smedley	0 0.00	3 0.46	0 0.00	3 0.46
		Rodney Peterson	0 0.00	1 1.68	0 0.00	1 1.68
		Ruston McKay	0 0.00	86 0.20	0 0.00	86 0.20
		Ryan Casey	0 0.00	22 0.76	0 0.00	22 0.76

Human Services

			High	Low	Medium	ATTR Total
Human Services	Rural North Desktop Support	**Assigned to Individual Total**	0 0.00	178 0.48	0 0.00	178 0.48
	Rural South Desktop Support	Cheri Oldham	0 0.00	1 0.00	0 0.00	1 0.00
		Doug Thornton	0 0.00	12 0.27	0 0.00	12 0.27
		Joel Finlinson	0 0.00	3 0.22	0 0.00	3 0.22
		Julie Christensen	0 0.00	2 1.21	0 0.00	2 1.21
		Lance Nay	0 0.00	33 0.07	0 0.00	33 0.07
		Lane Adams	0 0.00	6 1.22	0 0.00	6 1.22
		Meladye Shively	0 0.00	7 1.44	0 0.00	7 1.44
		Ryan Bennett	0 0.00	6 0.99	2	8 0.99
		Scott Jesienouski	0 0.00	4 0.14	0 0.00	4 0.14
		Assigned to Individual Total	0 0.00	74 0.43	2	76 0.43
	Salt Lake Data Center Operations	Lehi Mills	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Security	Bart Grant	0 0.00	1 0.60	0 0.00	1 0.60

Human Services

			High	Low	Medium	ATTR Total
Human Services	Security	**Assigned to Individual Total**	0 0.00	1 0.60	0 0.00	1 0.60
	Strategic Communications	Luis Larios	0 0.00	3 5.44	0 0.00	3 5.44
		Assigned to Individual Total	0 0.00	3 5.44	0 0.00	3 5.44
	USIIS Tech Support	Yukiko Yoneoka	0 0.00	2 3.21	0 0.00	2 3.21
		Assigned to Individual Total	0 0.00	2 3.21	0 0.00	2 3.21
	Voice Operations	Gail Christiansen	0 0.00	5 1.06	0 0.00	5 1.06
		Julie Sabato	0 0.00	2 2.28	0 0.00	2 2.28
		Kelly Johnson	0 0.00	1 0.60	0 0.00	1 0.60
		Romanza Hamblin Sorensen	0 0.00	39 2.04	2 0.64	41 1.97
		Assigned to Individual Total	0 0.00	47 1.92	2 0.64	49 1.86
	Voice/Data/WAN Services	Art Scott	0 0.00	2 0.99	0 0.00	2 0.99
		Craig Thompson	0 0.00	1 0.19	0 0.00	1 0.19
		Mike Johnson	0 0.00	2 0.48	0 0.00	2 0.48
		T Artis	0 0.00	1 1.07	0 0.00	1 1.07

Enterprise Incident Report March 2012

As of 4/2/2012

Human Services

			High	Low	Medium	ATTR Total
Human Services	Voice/Data/WAN Services	**Assigned to Individual Total**	0 0.00	6 0.70	0 0.00	6 0.70
	Assigned Group Total		1 0.34	1,940 0.69	19 0.69	1,960 0.69
Customer Company Total			1 0.34	1,940 0.69	19 0.69	1,960 0.69

Human Services

Detail

INC000000459734	Valyn Pace	PC/Laptop	Error	None	TIR Missed: No	0.48
Rural South Desktop Support	Joel Finlinson	Human Services	Low	Closed	TTR Missed: No	0.48
INC000000460240	Cheryl Dubach	Application	Error	Novell GroupWise	TIR Missed: No	0.17
Application Services	Tony Larsen	Human Services	Low	Resolved	TTR Missed: Yes	7.74
INC000000460766	Kerry Soelberg	Application	Error	None	TIR Missed: Yes	1.99
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	2.53
INC000000462627	John Godfrey	Application	Error	Novell GroupWise	TIR Missed: Yes	1.66
Application Services	Tony Larsen	Human Services	Low	Closed	TTR Missed: No	2.91
INC000000463164	Penelope Weiss	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	3.26
INC000000463546	Angie Shaw	Application	Error	Citrix ICA Client	TIR Missed: Yes	1.21
Application Services	Tony Larsen	Human Services	Low	Closed	TTR Missed: Yes	14.76
INC000000463893	Dawn Hollingsworth	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	
INC000000464285	Lynn Parkin	None	None	RSA SecurID Software Token	TIR Missed: No	0.00
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	
INC000000466023	Violet Secrest	None	None	None	TIR Missed: No	0.15
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.20
INC000000466263	Scott Campbell	None	None	None	TIR Missed: No	0.21
Metro B Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed: No	1.19
INC000000466386	Laureen Wilson	Network	None	None	TIR Missed: No	0.69
Application Development	Casey Wardle	Human Services	Low	Closed	TTR Missed: No	1.50
INC000000466624	Julia Kolovich	PC/Laptop	None	None	TIR Missed: No	0.11
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.13
INC000000467519	Jeri Boyle	None	None	Utah Electronic Resource and E	TIR Missed: No	0.26
Application Services	Tony Larsen	Human Services	Low	Closed	TTR Missed: No	0.61
INC000000468957	Megan Porter	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	2.22
INC000000469381	Elsa Johnson	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	1.06
INC000000469807	Lisa Peek	None	None	RSA SecurID Software Token	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.88

Human Services

INC000000469838	Julie Gerber	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000469877	Treva Bell	Application	None	Novell GroupWise	TIR Missed: No	0.40
	Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.87

| INC000000469882 | Rick Harwood | Telecom | Dial Tone | Telephone | TIR Missed: No | 0.13 |
| | Voice Operations | Romanza Hamblin Sorensen | Human Services | Low | Closed | TTR Missed: No | 0.13 |

| INC000000469896 | Megan Lindsay | Telecom | Dial Tone | Telephone | TIR Missed: No | 0.12 |
| | Voice Operations | Romanza Hamblin Sorensen | Human Services | Low | Closed | TTR Missed: No | 0.12 |

| INC000000469947 | Taniela Pahulu | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Ed Conrad | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000470115 | Billy Zumbrun | None | None | None | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Lori Hartzell | Human Services | Low | Closed | TTR Missed: No |

| INC000000470150 | Geniel Evenson | Application | None | Citrix ICA Client | TIR Missed: No | 0.37 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.60 |

| INC000000470279 | Paul Putnam | None | None | Citrix ICA Client | TIR Missed: No | 0.31 |
| | Application Services | Tony Larsen | Human Services | Low | Closed | TTR Missed: No | 1.07 |

| INC000000470289 | Barry Richards | None | None | ZENworks for Desktops | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Michael Barth | Human Services | Low | Closed | TTR Missed: No | 0.89 |

| INC000000470359 | Kelly Stapley | Telecom | None | None | TIR Missed: No | 0.50 |
| | Voice Operations | Romanza Hamblin Sorensen | Human Services | Low | Closed | TTR Missed: No | 1.30 |

| INC000000470423 | Gina Hatch | PC/Laptop | Virus | None | TIR Missed: No | 0.08 |
| | Rural South Desktop Support | Meladye Shively | Human Services | Low | Closed | TTR Missed: No | 0.60 |

| INC000000470450 | Julia Kolovich | PC/Laptop | None | None | TIR Missed: No | 0.02 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Closed | TTR Missed: No | 0.49 |

| INC000000470472 | Douglas Call | Application | Error | Internet Explorer | TIR Missed: No | 0.33 |
| | Metro B Desktop Support | Bill Crowther | Human Services | Low | Closed | TTR Missed: No | 1.68 |

| INC000000470525 | Rachel Wilkinson | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Ed Conrad | Human Services | Low | Closed | TTR Missed: No | 0.18 |

| INC000000470544 | Eric Olson | Application | Error | None | TIR Missed: No | 0.27 |
| | Metro B Hosting | Paul Seager | Human Services | Low | Closed | TTR Missed: No | 0.98 |

| INC000000470548 | Holly Pope | None | None | None | TIR Missed: No | 0.17 |
| | Rural North Desktop Support | Ryan Casey | Human Services | Low | Closed | TTR Missed: No | 0.17 |

| INC000000470552 | Jackie Stahler | None | None | None | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ryan Casey | Human Services | Low | Closed | TTR Missed: No |

Human Services

INC000000470580	Kris Shaw	Application	Password	PGP	TIR Missed: No	0.17
Metro A Desktop Support	Mike Beynon	Human Services		Low	Closed	TTR Missed: No	0.56
INC000000470648	Jamie Wuthrich	Mobile Devices	Error	iPhone	TIR Missed: No	0.06
Application Services	Danielle Hood	Human Services		Low	Closed	TTR Missed: No	5.25
INC000000470670	Gretchen Howell	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Metro B Help Desk	Ed Conrad	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000470678	Tami Long	Application	Password	Novell GroupWise 32-bit Windo	TIR Missed: No	0.00
Metro B Help Desk	Ed Conrad	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000470680	Coulter Neale	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000470681	Eva Clarke	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Metro B Help Desk	Ed Conrad	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000470703	Valene Gibbs	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Help Desk	James Stearns	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000470718	Jeanne Godfrey	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000470725	Marcy Jensen	None	None	ZENworks for Desktops	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000470732	Faye Pilcher	None	None	PGP	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000470741	Linda Tripp	Network	Password	PGP	TIR Missed: No	0.00
Metro B Help Desk	Ed Conrad	Human Services		Low	Closed	TTR Missed: No	0.44
INC000000470743	Diane Bradford	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000470762	Charlotte Vincent	None	None	State Payroll Time Entry System	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.04
INC000000470765	Linda Baggs	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000470772	Kelli Karpakis	None	None	None	TIR Missed: No	0.07
Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed: No	0.33
INC000000470776	Armanda Dzafic	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000470789	Kristopher Foltz	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed: No	0.73

Human Services

INC000000470809	Leticia Dardon	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000470813	Debora Torman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000470823	Shellene West	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000470826	Bart Mason	None	None	Gmail		TIR Missed: No	0.89
	Capitol Hosting	Conn Peterson	Human Services	Low	Resolved	TTR Missed: No	0.89
INC000000470828	Janet Froelich	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.53
INC000000470830	Melinda Leonard	Application	None	ZENworks for Desktops		TIR Missed: No	0.05
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.22
INC000000470833	Deborah Williams	None	None	None		TIR Missed: Yes	1.34
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.34
INC000000470838	Justina Flesher	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000470861	Annie Baum	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000470866	Paul Arnold	None	None	None		TIR Missed: No	0.09
	Application Services	Paul Lundell	Human Services	Low	Closed	TTR Missed: No	1.76
INC000000470878	Judy Hammer	None	None	None		TIR Missed: No	0.47
	Voice/Data/WAN Services	Mike Johnson	Human Services	Low	Closed	TTR Missed: No	0.69
INC000000470904	Beverly Clark	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.11
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.20
INC000000470913	Melinda Tippetts	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.05
INC000000470928	Monica Ehlers	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000470932	Brian Hendrickson	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000470944	David D Young	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.15
INC000000470974	Karen C Andersen	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.22

Human Services

INC000000470979	Armanda Dzafic	None	None	Novell GroupWise	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000470981	Beverly Clark	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000470987	Patrice Dozier	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000470995	Julie Fisher	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Ed Conrad	Human Services		Low	Closed	TTR Missed: No	0.11

INC000000471001	Terri Ruesch	None	None	Microsoft Windows 7	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000471005	Maria Catalini	None	None	None	TIR Missed: Yes	1.98
ORS Content Manager	Dan Barrett	Human Services		Low	Closed	TTR Missed: No	4.03

INC000000471007	Jacquie Poulsen	Application	Password	PGP	TIR Missed: No	0.37
Metro B Desktop Support	Michael Barth	Human Services		Low	Closed	TTR Missed: No	1.16

INC000000471013	Shellene West	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Ed Conrad	Human Services		Low	Closed	TTR Missed: No	0.13

INC000000471025	Annette Babisz	None	None	None	TIR Missed: No	0.09
Metro B Desktop Support	Tyler Pearce	Human Services		Low	Closed	TTR Missed: No	0.98

INC000000471025	Annette Babisz	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Tyler Pearce	Human Services		Low	Closed	TTR Missed: No	0.98

INC000000471043	Rex Mecham	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ryan Casey	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000471050	Darwin Bundy	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
Metro B Help Desk	Ed Conrad	Human Services		Low	Closed	TTR Missed: No	0.08

INC000000471053	Jaime Welch	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000471079	Justina Flesher	None	None	None	TIR Missed: No	0.04
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.25

INC000000471080	Jaime Welch	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Hosting	James Gramse	Human Services		Low	Closed	TTR Missed: No	0.63

INC000000471081	Marilee Greenland	None	None	None	TIR Missed: No	0.27
Metro B Desktop Support	Tyler Pearce	Human Services		Low	Closed	TTR Missed: No	1.84

INC000000471085	Scott Roudabush	Application	None	Internet Explorer	TIR Missed: No	0.34
Metro A Desktop Support	Rodney Austin	Human Services		Low	Closed	TTR Missed: No	1.64

Human Services

INC000000471118	Lynn Higginson	Application	Password	DB2 Query Management Facility	TIR Missed:	No	0.00
Metro B Help Desk		Gary Graham	Human Services		Low	Closed	TTR Missed:	No	0.00

INC000000471123	Sigrid Nolte	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk		Brenda Treadway	Human Services		Low	Closed	TTR Missed:	No	0.00

| INC000000471156 | Trisha Glenn | None | None | Microsoft Excel | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000471165 | Jody Eby | Telecom | None | Telephone | TIR Missed: | No | 0.21 |
| Voice Operations | Gail Christiansen | Human Services | Low | Closed | TTR Missed: | No | 1.82 |

| INC000000471172 | Ming Wang | PC/Laptop | Hardware | None | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Ed Conrad | Human Services | Low | Closed | TTR Missed: | No | 0.20 |

| INC000000471184 | Kent Karren | Application | Error | Novell GroupWise | TIR Missed: | No | 0.51 |
| Metro B Help Desk | Ed Conrad | Human Services | Medium | Closed | TTR Missed: | No | 0.53 |

| INC000000471186 | Rick Birrell | Application | Error | Novell GroupWise | TIR Missed: | No | 0.00 |
| Application Services | Paul Lundell | Human Services | Low | Closed | TTR Missed: | No | 0.51 |

| INC000000471189 | Paul Gehrke | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Reed Stohel | Human Services | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000471194 | Valerie Lowery | Application | Error | Novell GroupWise | TIR Missed: | No | 0.00 |
| Application Services | Paul Lundell | Human Services | Medium | Closed | TTR Missed: | No | 0.46 |

| INC000000471194 | Valerie Lowery | Application | Error | Novell GroupWise | TIR Missed: | No | 0.44 |
| Application Services | Paul Lundell | Human Services | Medium | Closed | TTR Missed: | No | 0.46 |

| INC000000471204 | Paul T Smith | Application | Error | Novell GroupWise | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Ed Conrad | Human Services | Low | Closed | TTR Missed: | No | |

| INC000000471206 | Tiffany Sandberg | Application | Error | Novell GroupWise | TIR Missed: | No | 0.00 |
| Metro B Desktop Support | Annice Valdez | Human Services | Medium | Closed | TTR Missed: | No | 0.85 |

| INC000000471206 | Tiffany Sandberg | Application | Error | Novell GroupWise | TIR Missed: | No | 0.46 |
| Metro B Desktop Support | Annice Valdez | Human Services | Medium | Closed | TTR Missed: | No | 0.85 |

| INC000000471211 | Claire Mantonya | Application | Error | Novell GroupWise | TIR Missed: | No | 0.44 |
| Metro B Help Desk | Ed Conrad | Human Services | Low | Closed | TTR Missed: | No | 0.46 |

| INC000000471213 | Bonnie Halliday | Application | Error | Novell GroupWise | TIR Missed: | No | 0.42 |
| Metro B Help Desk | Ed Conrad | Human Services | Low | Closed | TTR Missed: | No | 0.43 |

| INC000000471216 | Paul Day | Application | Error | Novell GroupWise | TIR Missed: | No | 0.36 |
| Metro B Help Desk | Ed Conrad | Human Services | Low | Closed | TTR Missed: | No | 0.36 |

| INC000000471218 | Cynthia Lowe | Telecom | Voice Mail | Telephone | TIR Missed: | No | 0.15 |
| Voice Operations | Romanza Hamblin Sorensen | Human Services | Low | Closed | TTR Missed: | No | 0.28 |

Human Services

Incident	Name	Category	Type	Item		Priority	Status			Value
INC000000471222	Heather Casutt	Print/Copy/Scan/Fax	Queue	None			TIR Missed:	No		0.00
	Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed:	No		0.00
INC000000471236	Spencer Schmutz	Application	None	Novell GroupWise			TIR Missed:	No		0.42
	Metro B Help Desk	Ed Conrad	Human Services		Low	Closed	TTR Missed:	No		0.51
INC000000471238	Mechel Gibbs	None	None	None			TIR Missed:	No		0.00
	Rural North Desktop Support	Ruston McKay	Human Services		Low	Closed	TTR Missed:	No		0.00
INC000000471239	Debbie Hyden	None	None	None			TIR Missed:	No		0.00
	Rural North Desktop Support	Ruston McKay	Human Services		Low	Closed	TTR Missed:	No		0.00
INC000000471253	Kathy Tollett	Application	Error	Novell GroupWise			TIR Missed:	No		0.00
	Metro B Help Desk	Ed Conrad	Human Services		Low	Closed	TTR Missed:	No		0.03
INC000000471280	Patti VanWagoner	None	None	Citrix ICA Client			TIR Missed:	No		0.49
	Metro B Help Desk	Ed Conrad	Human Services		Low	Closed	TTR Missed:	No		0.69
INC000000471286	Kathy Ruffus	Application	Error	Novell GroupWise			TIR Missed:	No		0.57
	Metro B Help Desk	Ed Conrad	Human Services		Low	Closed	TTR Missed:	No		0.60
INC000000471297	Michael Cox	None	None	None			TIR Missed:	No		0.00
	Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed:	No		0.00
INC000000471305	Michele Ardohain	Network	Error	Novell Client for 32-bit Windows			TIR Missed:	No		0.22
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed:	No		0.33
INC000000471306	Joann Murphy	Application	Password	BlueZone			TIR Missed:	No		0.00
	Metro B Help Desk	Ed Conrad	Human Services		Low	Closed	TTR Missed:	No		0.06
INC000000471353	Amelia Brewster	PC/Laptop	Error	Microsoft Windows 7			TIR Missed:	No		0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services		Low	Closed	TTR Missed:	No		0.00
INC000000471354	Valene Gibbs	None	None	None			TIR Missed:	No		0.00
	Rural North Desktop Support	Ruston McKay	Human Services		Low	Closed	TTR Missed:	No		0.00
INC000000471355	Mavis Stevenson	None	None	None			TIR Missed:	No		0.00
	Rural North Desktop Support	Ruston McKay	Human Services		Low	Closed	TTR Missed:	No		0.00
INC000000471375	Donovan Bergstrom	Network	Incident	Novell ConsoleOne			TIR Missed:	No		0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed:	No		0.00
INC000000471386	Karen Grenz	Print/Copy/Scan/Fax	Queue	None			TIR Missed:	No		0.00
	Metro C Help Desk	Ross Owen	Human Services		Low	Closed	TTR Missed:	No		0.00
INC000000471393	Barbara Ruff	PC/Laptop	Hardware	None			TIR Missed:	No		0.12
	Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed:	No		0.97
INC000000471401	Paul Jordan	Application	Reporting	State Payroll Time Entry System			TIR Missed:	No		0.00
	Help Desk	Vicky Marrelli	Human Services		Low	Closed	TTR Missed:	No		0.00

Human Services

Incident	Name	Category	Type	Item	TIR Missed		Value
INC000000471404	Sandra Adams	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000471418	Judy Hafen	Mainframe	Password	BlueZone	TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000471422	Belinda Hurst	Mobile Devices	Error	None	TIR Missed: No		0.06
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.95
INC000000471443	Brion Terry	PC/Laptop	None	None	TIR Missed: No		0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000471445	Jackie Davis	PC/Laptop	None	None	TIR Missed: No		0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000471446	Lori Herbert	PC/Laptop	None	None	TIR Missed: No		0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000471447	Mike Hadley	Application	Password	None	TIR Missed: No		0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000471449	Susan Burnett	PC/Laptop	None	None	TIR Missed: No		0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000471450	Toni Mortensen	PC/Laptop	None	None	TIR Missed: No		0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000471451	Karen Grenz	PC/Laptop	None	None	TIR Missed: No		0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000471453	Lynn Higginson	PC/Laptop	None	None	TIR Missed: No		0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000471454	Lynn Higginson	PC/Laptop	None	None	TIR Missed: No		0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000471457	Christina Boddy	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No		0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000471462	Debbie Stevens	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No		0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000471471	James Poon	None	None	None	TIR Missed: No		0.00
	Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.37
INC000000471473	Michael Flandro	PC/Laptop	Hardware	None	TIR Missed: No		0.00
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	3.21
INC000000471478	Claudiu M Bora	Application	Password	Utah Master Directory	TIR Missed: No		0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000471479	Dolores Talanoa	None	None	None		TIR Missed: No	0.00
Metro B Hosting		Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000471484	Marcie Rogers	Application	Error	SAFE		TIR Missed: No	0.00
Help Desk		James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000471487	Lori Jones	Application	Error	SAFE		TIR Missed: No	0.00
Metro B Help Desk		Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000471496	Laurie Fuhriman	None	None	None		TIR Missed: No	0.00
Metro B Help Desk		Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000471498	Tami Jones	Application	Reporting	SAFE		TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.75

INC000000471503	Theresa L Mathis	Application	Error	SAFE		TIR Missed: No	0.00
Metro B Help Desk		Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000471505	Holley Jorgensen	Application	Error	SAFE		TIR Missed: No	0.00
Metro B Help Desk		Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000471524	Daniel Nuttall	Application	Error	SAFE		TIR Missed: No	0.00
Metro B Help Desk		Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000471525	Julie Root	Application	None	SAFE		TIR Missed: No	0.03
Metro B Help Desk		Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.08

INC000000471536	Valarie Johnson	Application	Password	PGP		TIR Missed: No	0.00
Metro B Help Desk		Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000471539	Brooke Zamora	Application	Error	SAFE		TIR Missed: No	0.00
Metro B Help Desk		Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000471540	Stephanie Stuart	Application	Error	PGP		TIR Missed: No	0.06
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.60

INC000000471545	Pamela brenneman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000471547	Alycia Jurgela	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk		Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000471556	Scheila Beekhuizen	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk		Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000471582	Laree Howard	Application	Password	Novell GroupWise		TIR Missed: No	0.00
Help Desk		Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000471584	Mary Hyland	None	None	Utah Criminal Justice Informatio		TIR Missed: No	0.10
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.19

Human Services

INC000000471587	Tara Lewis	Application	Error	SAFE		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000471595	Cynthia Gardner	Application	Error	SAFE		TIR Missed: No	0.09
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.16
INC000000471597	Anna Reposa	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Human Services		Low	Closed	TTR Missed: No	0.39
INC000000471598	Joann Murphy	None	None	Symantec AntiVirus		TIR Missed: No	0.14
Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed: No	5.04
INC000000471600	Bonnie Keough	Application	Error	SAFE		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000471610	Frances Smith	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.22
INC000000471611	Laree Howard	Application	Error	Novell GroupWise		TIR Missed: No	0.22
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	1.48
INC000000471621	Diane Bradford	None	None	None		TIR Missed: No	0.63
Rural South Desktop Support	Lance Nay	Human Services		Low	Closed	TTR Missed: No	0.68
INC000000471631	Paul T Smith	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000471640	Stormi Fairbanks	Application	Error	SAFE		TIR Missed: No	0.00
Metro B Help Desk	Ed Conrad	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000471643	Wendy G Watson	Application	Error	SAFE		TIR Missed: No	0.02
Metro B Help Desk	Ed Conrad	Human Services		Low	Closed	TTR Missed: No	0.06
INC000000471652	Dan Reid	Application	Error	SAFE		TIR Missed: No	0.00
Metro A Desktop Support	Mike Beynon	Human Services		Low	Closed	TTR Missed: No	0.92
INC000000471653	Milton Gale	Application	Password	SAFE		TIR Missed: No	0.56
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.62
INC000000471661	Rebecca Skinner	None	None	safe		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.34
INC000000471663	Judy Alice Harrington	Application	Error	SAFE		TIR Missed: No	0.49
Metro B Help Desk	Ed Conrad	Human Services		Low	Closed	TTR Missed: No	0.73
INC000000471667	Joann Murphy	Application	Password	Content Manager		TIR Missed: No	0.00
ORS Content Manager	Dan Barrett	Human Services		Low	Closed	TTR Missed: No	0.57
INC000000471686	Kenneth Fambrough	PC/Laptop	Virus	None		TIR Missed: No	0.67
Rural Central Desktop Support	Troy Morris	Human Services		Low	Closed	TTR Missed: No	1.40

Human Services

Incident	Name	Type	Category	Product	TIR Missed		TTR
INC000000471690	Diane Felt	Application	Password	Citrix ICA Client	TIR Missed: No		0.00
	Rural South Desktop Support	Lance Nay	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000471703	Lydia Velasquez	Application	Error	Medicaid Managed Care System	TIR Missed: No		0.02
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	1.83
INC000000471705	Troy Gasser	None	None	None	TIR Missed: No		0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services		Low	Closed	TTR Missed: No	0.04
INC000000471709	Diane Felt	Application	Password	Citrix ICA Client	TIR Missed: No		0.00
	Metro B Help Desk	Ed Conrad	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000471710	Emily Roberts	Application	None	Citrix ICA Client	TIR Missed: No		0.03
	Application Services	Tony Larsen	Human Services		Low	Closed	TTR Missed: No	2.14
INC000000471712	Emily Maxfield	Application	Password	PGP	TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000471733	Emily Maxfield	Application	Error	SAFE	TIR Missed: No		0.21
	Metro B Desktop Support	Bill Crowther	Human Services		Low	Closed	TTR Missed: No	0.88
INC000000471742	Kenneth McGee	Application	Error	SAFE	TIR Missed: No		0.16
	Rural Central Desktop Support	Ron LeBaron	Human Services		Low	Closed	TTR Missed: No	1.09
INC000000471756	Abel Kanigan	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000471772	Laura Pare	PC/Laptop	Virus	Microsoft Windows XP Professional	TIR Missed: No		0.00
	Metro B Desktop Support	Cindy Reed	Human Services		Low	Closed	TTR Missed: No	0.75
INC000000471773	Lisa Green	Application	Password	Citrix ICA Client	TIR Missed: No		0.13
	Metro B Help Desk	Ed Conrad	Human Services		Low	Closed	TTR Missed: No	0.40
INC000000471780	Dan Rich	None	None	ZENworks for Desktops	TIR Missed: No		0.20
	Metro B Desktop Support	Cindy Reed	Human Services		Low	Closed	TTR Missed: No	0.59
INC000000471790	Laura Clark	Application	Password	Novell GroupWise	TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000471804	Nicki Bidlack	Application	Password	Citrix ICA Client	TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000471806	Jody Eby	None	None	None	TIR Missed: No		0.16
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.33
INC000000471815	Laureen Wilson	None	None	Novell Client for 32-bit Windows	TIR Missed: Yes		1.90
	Rural Central Desktop Support	Troy Morris	Human Services		Low	Closed	TTR Missed: No	1.91
INC000000471820	Cherie Leduc	Application	Password	Novell GroupWise	TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Human Services		Low	Closed	TTR Missed: No	0.00

Human Services

INC000000471832	Jody Eby	None	None	None		TIR Missed: No	0.18
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.32
INC000000471838	Jody Eby	None	None	None		TIR Missed: No	0.11
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.22
INC000000471839	Mayla Slack	Application	Error	SAFE		TIR Missed: No	0.11
Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: Yes	6.97
INC000000471842	Katherine Fryer	None	None	None		TIR Missed: No	0.02
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.69
INC000000471847	Laurie Roderick	Application	Error	SAFE		TIR Missed: No	0.04
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.15
INC000000471851	Patrick Dotson	Application	Error	Adobe Reader		TIR Missed: No	0.00
Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000471856	Teri Lee Weimer	Network	Password	IManager		TIR Missed: No	0.00
Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000471872	Kathy Tollett	None	None	Novell GroupWise		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.37
INC000000471886	Jonathan Marshall	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	2.22
INC000000471887	Taylor Horn	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000471897	Judy Maynard	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000471902	Jennie Kalauli	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.05
INC000000471922	Wendy Church	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000471938	Kevin Whipple	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.27
Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	1.66
INC000000471940	Jantz Afuvai	Application	Error	None		TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000471944	Mark Davis	Application	Error	None		TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000471945	Jantz Afuvai	Application	Error	None		TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

Incident	Requester	Category	Type	System	TIR Missed		Status	TTR Missed	Value
INC000000471946	Kathy Tollett	Application	Error	Novell GroupWise	TIR Missed: No			TTR Missed: No	0.00
Metro B Help Desk	Ed Conrad	Human Services		Low		Closed			0.15
INC000000471948	Mark Davis	Application	Error	None	TIR Missed: No			TTR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Human Services		Low		Closed			0.00
INC000000471949	Jantz Afuvai	Network	Incident	None	TIR Missed: No			TTR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Human Services		Low		Closed			0.00
INC000000471952	Mark Davis	Application	Error	Microsoft PowerPoint	TIR Missed: No			TTR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Human Services		Low		Closed			0.00
INC000000471953	JoAnn Maxwell	Application	Error	SAFE	TIR Missed: No			TTR Missed: No	0.05
Metro B Help Desk	Ed Conrad	Human Services		Low		Closed			3.57
INC000000471954	Jantz Afuvai	Application	Error	Microsoft PowerPoint	TIR Missed: No			TTR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Human Services		Low		Closed			0.00
INC000000471956	Karmal Mandel	Application	Error	SAFE	TIR Missed: No			TTR Missed: No	0.04
Rural Central Desktop Support	Jeremy Standifird	Human Services		Low		Closed			2.92
INC000000471970	Alicia Norris	Application	Error	SAFE	TIR Missed: No			TTR Missed: No	0.23
Metro B Help Desk	Ed Conrad	Human Services		Low		Closed			0.46
INC000000471993	Amy N Hall	None	None	None	TIR Missed: No			TTR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services		Low		Closed			0.00
INC000000471994	Susan Goodman	Application	Error	SAFE	TIR Missed: No			TTR Missed: No	0.09
Metro B Help Desk	Gary Graham	Human Services		Low		Closed			0.25
INC000000472001	Joann Murphy	Application	Error	Content Manager	TIR Missed: No			TTR Missed: No	0.00
Metro B Help Desk	Ed Conrad	Human Services		Low		Closed			0.13
INC000000472002	Jordan Rasmussen	Application	Error	Department of Public Safety Re	TIR Missed: No			TTR Missed: No	0.26
Application Services	Tony Larsen	Human Services		Low		Closed			0.57
INC000000472004	Eric Haws	Network	Password	None	TIR Missed: No			TTR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Services		Low		Closed			0.00
INC000000472010	Steve Hillabrant	Mainframe	Password	BlueZone	TIR Missed: No			TTR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low		Closed			0.00
INC000000472012	Judy Maynard	None	None	None	TIR Missed: No			TTR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low		Closed			0.00
INC000000472019	Emilee Moon	Application	Error	SAFE	TIR Missed: No			TTR Missed: No	0.68
Metro B Desktop Support	Michael Barth	Human Services		Low		Closed			3.06
INC000000472023	Jennie Olson	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No			TTR Missed: No	0.31
Metro B Help Desk	Gary Graham	Human Services		Low		Closed			0.31

Human Services

INC000000472026	amy N brown	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No		0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed:	No		0.00
INC000000472028	Lory Pond	Print/Copy/Scan/Fax	Queue	None			TIR Missed:	No		0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed:	No		0.00
INC000000472032	Joanne Shugart	Application	Error	ZENworks for Desktops		TIR Missed:	No		0.58
	Metro B Desktop Support	Anthony Booyse	Human Services		Low	Closed	TTR Missed:	No		1.21
INC000000472055	Stacey Keyes	Application	Error	BlueZone		TIR Missed:	No		0.00
	Rural North Desktop Support	Don Higgs	Human Services		Low	Closed	TTR Missed:	No		0.16
INC000000472058	Maria Catalini	Network	Error	None		TIR Missed:	No		0.00
	Rural North Desktop Support	Don Higgs	Human Services		Low	Closed	TTR Missed:	No		0.11
INC000000472092	Levi Veo	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No		0.00
	Metro B Help Desk	Ed Conrad	Human Services		Low	Closed	TTR Missed:	No		0.01
INC000000472117	Kurtis Bacciocco	None	None	None		TIR Missed:	No		0.00
	Metro B Hosting	Justin Rasmussen	Human Services		Low	Closed	TTR Missed:	No		0.00
INC000000472145	Nicole Nielsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No		0.00
	Metro B Help Desk	Ed Conrad	Human Services		Low	Closed	TTR Missed:	No		0.00
INC000000472150	Lori Boyce	Application	Error	ZENworks for Desktops		TIR Missed:	No		0.00
	Metro C Desktop Support	Ken Knobel	Human Services		Low	Closed	TTR Missed:	No		0.68
INC000000472151	Rae Atkinson	PC/Laptop	Error	Microsoft Windows XP Professi		TIR Missed:	No		0.00
	Metro B Help Desk	Ed Conrad	Human Services		Low	Closed	TTR Missed:	No		0.00
INC000000472154	Michelle Naylor	Application	Error	PGP		TIR Missed:	No		0.00
	Metro B Help Desk	Ed Conrad	Human Services		Low	Closed	TTR Missed:	No		0.00
INC000000472179	Lisa Bruno	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No		0.00
	Help Desk	Eileen Dubach	Human Services		Low	Closed	TTR Missed:	No		0.00
INC000000472195	Susan Hendy	PC/Laptop	Hardware	None		TIR Missed:	No		0.00
	Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed:	No		0.00
INC000000472200	Peggy Williams	Application	Error	SAFE		TIR Missed:	No		0.00
	Rural South Desktop Support	Ryan Bennett	Human Services		Low	Closed	TTR Missed:	No		1.39
INC000000472202	Linda Baggs	None	None	None		TIR Missed:	No		0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services		Low	Closed	TTR Missed:	No		0.00
INC000000472205	Sandra Gleed	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No		0.00
	Metro B Help Desk	Ed Conrad	Human Services		Low	Closed	TTR Missed:	No		0.00
INC000000472206	Kathy Maxfield	Print/Copy/Scan/Fax	None	None		TIR Missed:	No		0.00
	Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed:	No		0.49

Human Services

INC000000472210	Brian McIlrath	Application	Error	Novell GroupWise	TIR Missed: No		0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	1.95
INC000000472217	Vickie Nelson	Application	Error	Internet Explorer	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000472231	April Graham	PC/Laptop	Hardware	Microsoft Windows XP Professio	TIR Missed: No		0.15
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	3.18
INC000000472243	Sandra Reed	PC/Laptop	Hardware	None	TIR Missed: No		0.10
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.50
INC000000472261	Debra Rogers	Application	Error	SAFE	TIR Missed: No		0.00
	Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.05
INC000000472262	John Whitman	PC/Laptop	Virus	Symantec AntiVirus	TIR Missed: No		0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed: Yes	6.72
INC000000472269	Mindy Kelsey	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000472274	Lisa Ames	Application	None	None	TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000472285	Tanya Schmidt	Application	Error	SAFE	TIR Missed: No		0.40
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.56
INC000000472287	Heather Wilson	None	None	None	TIR Missed: No		0.00
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	5.42
INC000000472293	Sui Amaama	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000472299	Justin Robb	None	None	None	TIR Missed: No		0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000472300	Kim L Anderson	PC/Laptop	None	None	TIR Missed: No		0.05
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	2.20
INC000000472305	Maxine Plewe	Application	None	SAFE	TIR Missed: No		0.23
	Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.28
INC000000472312	Antonette Salazar	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000472313	Analisa Butterfield	None	None	None	TIR Missed: No		0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000472323	Cindy Phillips	None	None	None	TIR Missed: No		0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000472324	Keri Carter	Application	Password	Utah Master Directory		TIR Missed: No	0.12
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.12
INC000000472325	John Macfarlane	Billing	None	None		TIR Missed: Yes	11.03
	Billing	Sara Brown	Human Services	Low	Closed	TTR Missed: Yes	12.05
INC000000472328	Johnathan Rowley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000472332	April Graham	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	0.70
INC000000472344	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000472345	Morgan Earley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000472346	Morgan Earley	Network	None	None		TIR Missed: Yes	1.46
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	1.85
INC000000472353	Melissa Moss	Application	Error	SAFE		TIR Missed: No	0.30
	Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	1.87
INC000000472355	Alyssa Barson	Application	Error	SAFE		TIR Missed: No	0.48
	Metro C Desktop Support	Ken Knobel	Human Services	Low	Closed	TTR Missed: Yes	6.08
INC000000472356	Alicia Norris	Application	None	SAFE		TIR Missed: No	0.86
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.86
INC000000472366	Eliza Smith	Application	Error	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.03
INC000000472375	Paul T Smith	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000472377	Linda Wininger	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.76
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No	4.06
INC000000472383	Analisa Butterfield	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000472388	Amy Bray	PC/Laptop	None	None		TIR Missed: No	0.60
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.64
INC000000472393	Brian Koralewski	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	1.92
INC000000472399	Chad Jones	Application	Error	Utah Cares		TIR Missed: Yes	1.35
	Rural South Desktop Support	Lane Adams	Human Services	Low	Closed	TTR Missed: No	5.01

Human Services

INC000000472409	Barry Richards	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed TTR Missed: No	0.00
INC000000472411	DJ Hicks	Application	Error	SAFE	TIR Missed: No	0.67
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed TTR Missed: No	1.76
INC000000472417	Lindy Snell	Application	None	SAFE	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed TTR Missed: No	2.65
INC000000472420	Linda Tripp	None	None	SAFE	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed TTR Missed: No	3.06
INC000000472422	Jacquie Poulsen	Application	Error	SAFE	TIR Missed: No	0.00
	Metro B Help Desk	Ed Conrad	Human Services	Low	Closed TTR Missed: No	0.04
INC000000472423	Tina Lloyd	Application	Error	ZENworks for Desktops	TIR Missed: No	0.51
	Metro B Help Desk	Ed Conrad	Human Services	Low	Closed TTR Missed: No	0.91
INC000000472432	Mandy Caswell	Application	Error	SAFE	TIR Missed: Yes	1.21
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed TTR Missed: No	1.21
INC000000472440	Mary Durfee	Telecom	None	None	TIR Missed: No	0.24
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed TTR Missed: No	0.71
INC000000472442	Linda Tripp	None	None	SAFE	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed TTR Missed: No	0.00
INC000000472445	Laura Clark	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Ed Conrad	Human Services	Low	Closed TTR Missed: No	0.09
INC000000472447	Marlene Goodrich	None	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed TTR Missed: No	0.43
INC000000472472	Dorothy Richardson	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Ed Conrad	Human Services	Low	Closed TTR Missed: No	0.18
INC000000472473	Wendy Ottley	None	None	SAFE	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed TTR Missed: No	0.05
INC000000472483	Jenny Mendelson	Application	Password	Citrix ICA Client	TIR Missed: No	0.03
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed TTR Missed: No	1.31
INC000000472484	Mavanie Vein	None	None	None	TIR Missed: No	0.57
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed TTR Missed: No	0.57
INC000000472488	Analisa Butterfield	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed TTR Missed: No	0.00
INC000000472489	Shirlene McCairns	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed TTR Missed: No	

Human Services

INC000000472491	Carolyn Geigle	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000472497	Darrin Billings	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000472504	Mark Strebel	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.04
INC000000472514	Destry Maycock	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000472525	Tammera Bingham	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000472532	Annette Orton	None	None	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.86
INC000000472535	Annette Orton	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	2.01
INC000000472537	Sabrina Fivas	None	None	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.13
INC000000472538	Nanon Talley	Application	Error	Novell Messenger		TIR Missed: No	0.19
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.56
INC000000472539	Martin Roundy	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	1.78
INC000000472554	Heather Wilson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.29
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	3.97
INC000000472557	Dan Reid	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	0.48
INC000000472559	James Faulkner	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000472563	Val Bonnett	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000472569	Justina Flesher	None	None	None		TIR Missed: No	0.14
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.86
INC000000472590	Becky Martinez	None	None	ZENworks for Desktops		TIR Missed: Yes	1.37
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	3.56
INC000000472598	Kari Korous	Application	Error	Utah Master Directory		TIR Missed: No	0.15
	Capitol Hosting	Doug Law	Human Services	Low	Closed	TTR Missed: No	5.47

Human Services

Incident	Requester	Category 1	Category 2	Item	TIR/TTR Missed		Hours
INC000000472606	Tina Lloyd	None	None	None	TIR Missed:	No	0.06
	Rural South Desktop Support	Ryan Bennett	Human Services	Low	Closed	TTR Missed: No	0.06
INC000000472610	Destry Maycock	Application	Error	Novell GroupWise	TIR Missed:	No	0.00
	Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000472616	Teresa Gray	Mainframe	Password	BlueZone	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000472617	Lorene Afo	None	None	Adobe Acrobat	TIR Missed:	No	0.04
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.35
INC000000472618	Keith Brown	Application	Error	Content Manager	TIR Missed:	Yes	4.20
	ORS Content Manager	Les Roberts	Human Services	Medium	Closed	TTR Missed: Yes	4.20
INC000000472645	Leslie Howell	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.87
	Rural North Desktop Support	Dane Smith	Human Services	Low	Closed	TTR Missed: No	0.87
INC000000472646	Jennifer Elwood	Application	Error	State Payroll Time Entry System	TIR Missed: No		0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	2.64
INC000000472654	Dan Chatterton	Application	Password	PGP	TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000472658	Joann Murphy	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000472664	Cody McBride	Network	None	None	TIR Missed:	No	0.30
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.32
INC000000472696	Erica Wankier	Application	Error	ZENworks for Desktops	TIR Missed:	No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	1.51
INC000000472699	Sheryl St Clair	Application	Error	ZENworks for Desktops	TIR Missed:	No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	1.51
INC000000472706	Natalie Holt	None	None	None	TIR Missed:	No	0.21
	Rural South Desktop Support	Doug Thornton	Human Services	Low	Closed	TTR Missed: No	0.21
INC000000472710	Connie Carvajal	Application	None	SAFE	TIR Missed:	No	0.44
	Metro B Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed: No	1.14
INC000000472718	Angela French	None	None	PGP	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000472735	Sterling Cabana	Application	None	Novell eDirectory	TIR Missed:	No	0.51
	Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.51
INC000000472742	Amber Schiffman	None	None	Novell GroupWise	TIR Missed:	No	0.49
	Application Services	Paul Lundell	Human Services	Low	Closed	TTR Missed: No	1.23

Human Services

INC000000472748	Don Brinkerhoff	None	None	Novell GroupWise	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000472749	Cynthia Akins	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000472756	Arlene Thomason	Application	Error	SAFE	TIR Missed: No	0.30
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.34
INC000000472762	Grant Tolley	Application	Error	SAFE	TIR Missed: No	0.22
Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.26
INC000000472768	Andrew Trotter	Application	None	None	TIR Missed: No	0.23
Metro B Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed: No	2.45
INC000000472774	David Adjetey	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000472781	Vanessa Knickerbocker	None	None	SAFE	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000472782	Kit Kounthong	None	None	SAFE	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.10
INC000000472784	Susan Eddy	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.07
INC000000472786	Dan Chatterton	Network	Password	None	TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	1.39
INC000000472789	Fred Butterfield	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000472790	Rick Clements	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	3.31
INC000000472813	Milton Gale	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	1.81
INC000000472819	Susan Eddy	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.50
INC000000472835	Scott Larsen	None	None	Internet Explorer	TIR Missed: No	0.00
Rural South Desktop Support	Lane Adams	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000472844	Joann Murphy	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000472860	Olga Cordero	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000472866	Maria Catalini	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000472868	Mavis Stevenson	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000472870	Mavis Stevenson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000472874	Gina Hatch	Application	Password	SAFE		TIR Missed: No	0.49
Metro B Help Desk	Ed Conrad	Human Services	Low	Closed		TTR Missed: No	1.85
INC000000472878	Adam Dover	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000472884	Jennie Olson	None	None	ZENworks for Desktops		TIR Missed: No	0.10
Rural South Desktop Support	Lane Adams	Human Services	Low	Closed		TTR Missed: No	0.10
INC000000472886	John Ortiz	PC/Laptop	None	None		TIR Missed: Yes	2.27
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed		TTR Missed: No	2.27
INC000000472888	Sigrid Nolte	Application	Reporting	State Payroll Time Entry System		TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000472899	Patrick Dotson	Application	Error	Adobe Reader		TIR Missed: No	0.00
Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000472902	Chris Boswell	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.17
INC000000472924	Analisa Butterfield	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000472925	Corinne Harryman	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro B Help Desk	Ed Conrad	Human Services	Low	Closed		TTR Missed: No	0.04
INC000000472928	Andrea Heart	None	None	ZENworks for Desktops		TIR Missed: No	0.14
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.14
INC000000472931	Angela French	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.04
INC000000472933	Elizabeth Knight	Application	None	Microsoft Word		TIR Missed: No	0.56
Metro B Help Desk	Ed Conrad	Human Services	Low	Closed		TTR Missed: No	0.75
INC000000472937	Gwynith Welch	Application	Password	PGP		TIR Missed: No	0.60
Rural South Desktop Support	Meladye Shively	Human Services	Low	Closed		TTR Missed: No	1.05
INC000000472939	Laree Bybee	Mobile Devices	Error	None		TIR Missed: Yes	1.50
Rural South Desktop Support	Julie Christensen	Human Services	Low	Closed		TTR Missed: No	1.50

Human Services

INC000000472940	Taylor Horn	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	1.49
INC000000472944	Laree Bybee	Application	Reporting	None	TIR Missed: No	0.93
	Rural South Desktop Support	Julie Christensen	Human Services	Low	Closed	TTR Missed: No	0.93
INC000000472947	Analisa Butterfield	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	
INC000000472951	Arlene Thomason	Application	None	SAFE	TIR Missed: No	0.25
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.77
INC000000472959	Xavier Tisdol	Network	None	None	TIR Missed: No	0.30
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.32
INC000000472967	rose draper	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000472973	Nanon Talley	Telecom	Voice Mail	Telephone	TIR Missed: No	0.57
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.57
INC000000473004	Destry Maycock	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000473006	Craig Berntson	None	None	None	TIR Missed: No	0.16
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.59
INC000000473030	Andrea Heart	Application	Error	SAFE	TIR Missed: No	0.15
	Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.15
INC000000473045	Susan Chandler	Application	None	Internet Explorer	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000473061	Lynette G McLeod	None	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000473072	Laree Howard	None	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000473081	Brian Hendrickson	None	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000473095	Travis Glenn Lebaron	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000473096	Shannon Weber	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.22
INC000000473113	Pam Poulson	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	1.86

Human Services

INC000000473114	Charles Goodman	Application	Error	Internet Explorer	TIR Missed: No	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000473119	Sandra Gleed	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000473120	Lisa Peek	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000473125	Mary Hoffman	None	None	Internet Explorer	TIR Missed: No	0.00
Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	3.25
INC000000473139	Bridgette Mair	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000473144	Ken Ransom	None	None	RSA SecurID Software Token	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000473149	Calleen Chivers	None	None	Medicaid Managed Care System	TIR Missed: No	0.00
Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000473154	Maria Justice	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000473193	Joann Murphy	Application	Error	BlueZone	TIR Missed: No	0.00
Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.08
INC000000473200	Tracy Wiggill	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000473202	Lesley Lundeberg	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.04
Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: Yes	12.36
INC000000473205	Arlene Thomason	Application	Error	SAFE	TIR Missed: No	0.13
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.54
INC000000473208	Jordan Rasmussen	Application	Error	SAFE	TIR Missed: No	0.00
Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.03
INC000000473210	Amber Schiffman	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	0.00
Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.13
INC000000473212	Shellene West	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000473213	Sharon Timmons	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000473218	Gina Hatch	Application	Error	SAFE	TIR Missed: No	0.14
Rural South Desktop Support	Meladye Shively	Human Services	Low	Closed	TTR Missed: No	5.08

Human Services

Incident	Requester / Group	Category 1 / Assignee	Category 2 / Org	Category 3 / Priority	Status	TIR/TTR Missed	Value
INC000000473234	Betty Anderson	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000473240	Analisa Butterfield	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	
INC000000473242	Kris Hansen	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000473244	Hiram Lund	PC/Laptop	Password	None		TIR Missed: No	0.60
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.60
INC000000473249	Vickki Carver	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000473261	Luanne Endres	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.45
INC000000473270	Kathi Gunn	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000473280	Shannon Brennan	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	
INC000000473281	Brooke Zamora	None	None	SAFE		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000473305	Codi White	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000473314	Brandi Duke	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000473316	Marc Vaughn	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000473317	Debbi Orwin	None	None	None		TIR Missed: No	0.17
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.95
INC000000473325	Lani Busk	Application	Error	SAFE		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000473326	Penny Weiss	Application	Error	Microsoft Office Professional 20	TIR Missed: No	0.21
	Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.43
INC000000473328	Marianne Earl	Application	Error	SAFE		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000473341	Dan Choate	Application	Error	PGP		TIR Missed: No	0.73
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	3.51

Human Services

INC000000473343	Patricia Graff	Mobile Devices	Error	Droid		TIR Missed:	No	0.42
Application Services		Danielle Hood	Human Services	Low	Closed	TTR Missed:	No	3.67
INC000000473345	Pam Allred	Application	Error	SAFE		TIR Missed:	No	0.00
Rural South Desktop Support		Lance Nay	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000473350	Bridgette Mair	PC/Laptop	None	None		TIR Missed:	No	0.00
Metro C Help Desk		Reed Stohel	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000473384	Annette Monson	None	None	Data Synchronizer		TIR Missed:	No	0.00
Application Services		Dustin Crump	Human Services	Low	Closed	TTR Missed:	No	2.61
INC000000473398	Joseph Gonzalez	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.30
Metro B Desktop Support		Jay Locker	Human Services	Low	Closed	TTR Missed:	No	1.83
INC000000473417	Cherri Joy	Print/Copy/Scan/Fax	Error Code	None		TIR Missed:	No	0.09
Metro B Desktop Support		Tyler Pearce	Human Services	Low	Closed	TTR Missed:	No	0.63
INC000000473418	Laurie Flores	None	None	ZENworks for Desktops		TIR Missed:	No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.33
INC000000473456	Gail King	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	0.00
Rural Central Desktop Support		Jay Barfuss	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000473457	Sue Small	Application	Error	SAFE		TIR Missed:	No	0.06
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.94
INC000000473459	Stacey Torres	Application	Password	DB2 Query Management Facility	TIR Missed:	No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000473460	Patricia Hurley	Application	Error	SAFE		TIR Missed:	No	0.00
Rural Central Desktop Support		Jay Barfuss	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000473462	Treva Bell	None	None	None		TIR Missed:	No	0.00
Metro B Desktop Support		Anthony Booyse	Human Services	Low	Closed	TTR Missed:	No	1.54
INC000000473465	Debbie Koew	None	None	None		TIR Missed:	No	0.17
Metro B Desktop Support		Tyler Pearce	Human Services	Low	Resolved	TTR Missed:	No	0.51
INC000000473469	Karin Thorn	None	None	None		TIR Missed:	No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000473472	Christopher Johansen	Application	None	SAFE		TIR Missed:	No	0.70
Rural South Desktop Support		Lance Nay	Human Services	Low	Closed	TTR Missed:	No	0.70
INC000000473473	Jacob Fitisemanu	PC/Laptop	Hardware	None		TIR Missed:	No	0.12
Metro B Desktop Support		Michael Barth	Human Services	Low	Closed	TTR Missed:	No	1.01
INC000000473483	Paul T Smith	None	None	Novell GroupWise		TIR Missed:	No	0.00
Metro C Help Desk		Ross Owen	Human Services	Low	Closed	TTR Missed:	No	0.00

Human Services

| INC000000473485 | Krystal Lyman | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | 0.88 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.91 |

| INC000000473487 | Catherine Taylor | Application | Password | DB2 Query Management Facility | TIR Missed: No | 0.04 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.13 |

| INC000000473500 | Lamont Felt | None | None | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Ron LeBaron | Human Services | Low | Closed | TTR Missed: No | 5.63 |

| INC000000473505 | Donovan Bergstrom | Telecom | Voice Mail | Telephone | TIR Missed: No | 0.24 |
| | Voice Operations | Romanza Hamblin Sorensen | Human Services | Low | Closed | TTR Missed: No | 1.14 |

| INC000000473507 | Shirlene McCairns | None | None | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Jessica Purcell | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000473522 | Cheryl Dubach | PC/Laptop | Hardware | None | TIR Missed: No | 0.31 |
| | Metro B Desktop Support | Anthony Booyse | Human Services | Low | Closed | TTR Missed: No | 0.82 |

| INC000000473527 | Jennifer McCourt | Application | None | SAFE | TIR Missed: No | 0.17 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.49 |

| INC000000473537 | Toni Davis | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | 0.00 |
| | Help Desk | Brenda Treadway | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000473541 | Michele B Stewart | Application | Error | Microsoft Office Professional 20 | TIR Missed: No | 0.33 |
| | Metro B Desktop Support | Bill Crowther | Human Services | Low | Closed | TTR Missed: No | 0.60 |

| INC000000473542 | Darcee Blickfeldt | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Help Desk | Brenda Treadway | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000473543 | Heather Casutt | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000473546 | Margaret Strasburg | Application | Error | Microsoft Office Professional 20 | TIR Missed: No | 0.27 |
| | Metro B Desktop Support | Bill Crowther | Human Services | Low | Closed | TTR Missed: No | 0.55 |

| INC000000473551 | Kristen Gibson | Application | Error | Microsoft Office Professional 20 | TIR Missed: No | 0.25 |
| | Metro B Desktop Support | Bill Crowther | Human Services | Low | Closed | TTR Missed: No | 0.54 |

| INC000000473552 | Julie Bingham | Application | Password | DB2 Query Management Facility | TIR Missed: No | 0.16 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.20 |

| INC000000473554 | Judy Haswood | Application | Error | Microsoft Office Professional 20 | TIR Missed: No | 0.24 |
| | Metro B Desktop Support | Bill Crowther | Human Services | Low | Closed | TTR Missed: No | 0.54 |

| INC000000473589 | Joann Murphy | PC/Laptop | Error | Microsoft Windows 7 | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Closed | TTR Missed: No | 0.61 |

| INC000000473597 | Marcie Rogers | Telecom | Coverage Path | Telephone | TIR Missed: No | 0.39 |
| | Voice Operations | Romanza Hamblin Sorensen | Human Services | Low | Closed | TTR Missed: No | 0.39 |

Human Services

Incident / Group	Name / Assignee	Category 1	Category 2	Category 3	Priority	Status	TIR/TTR Missed	Value
INC000000473621	Susan Lindberg	None	None	None			TIR Missed: Yes	1.34
Rural Central Desktop Support	Robert Case	Human Services			Low	Closed	TTR Missed: No	1.34
INC000000473651	Natalie Holt	EIS Hardware	None	None			TIR Missed: No	0.16
Strategic Communications	Luis Larios	Human Services			Low	Closed	TTR Missed: No	5.40
INC000000473658	Nan Mendenhall	PC/Laptop	None	None			TIR Missed: No	0.17
Metro B Desktop Support	Bill Crowther	Human Services			Low	Closed	TTR Missed: No	2.51
INC000000473660	Georgeia Wood	None	None	RSA SecurID Software Token			TIR Missed: No	0.03
Metro B Help Desk	Ed Conrad	Human Services			Low	Closed	TTR Missed: No	0.03
INC000000473697	Esmeralda Malili	Network	None	None			TIR Missed: Yes	1.10
Metro B Hosting	Paul Engberson	Human Services			Low	Closed	TTR Missed: No	1.10
INC000000473729	Sharon R Harris	PC/Laptop	None	None			TIR Missed: Yes	1.75
Rural Central Desktop Support	Robert Case	Human Services			Low	Closed	TTR Missed: No	1.75
INC000000473738	Stephanie Smith	None	None	None			TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell	Human Services			Low	Closed	TTR Missed: No	
INC000000473753	Connie Poore	None	None	None			TIR Missed: No	0.00
Rural Central Desktop Support	Robert Case	Human Services			Low	Closed	TTR Missed: No	0.00
INC000000473756	Chris Roach	Mobile Devices	Error	Droid			TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services			Low	Closed	TTR Missed: No	0.00
INC000000473771	Kristin Urry	Application	Error	SAFE			TIR Missed: No	0.00
Metro B Desktop Support	Wayne Higgs	Human Services			Low	Closed	TTR Missed: No	1.79
INC000000473838	Jill Richan	None	None	None			TIR Missed: No	0.00
Rural Central Desktop Support	Troy Morris	Human Services			Low	Closed	TTR Missed: No	0.00
INC000000473840	Navina Forsythe	None	None	None			TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services			Low	Closed	TTR Missed: No	0.00
INC000000473846	Kari Smith	Application	Password	DB2 Query Management Facility			TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services			Low	Closed	TTR Missed: No	0.00
INC000000473852	Lana Stohl	None	None	Novell GroupWise			TIR Missed: No	0.09
Metro B Desktop Support	Wayne Higgs	Human Services			Low	Closed	TTR Missed: No	0.86
INC000000473860	Stacy L Petersen	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services			Low	Closed	TTR Missed: No	0.00
INC000000473875	Stephanie Higbee	None	None	None			TIR Missed: No	0.17
Metro B Desktop Support	Michael Barth	Human Services			Low	Closed	TTR Missed: No	1.29
INC000000473886	Cheryl Sorensen	None	None	None			TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services			Low	Closed	TTR Missed: No	0.00

Human Services

INC000000473896	Judy Hammer	None	None	None		TIR Missed:	No	0.00
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000473906	Tonya Lundahl	PC/Laptop	Error	None		TIR Missed:	No	0.21
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.53
INC000000473914	Allison Shiffler	Application	Password	Novell GroupWise		TIR Missed:	No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed:	No	0.03
INC000000473927	D'Lyn Mayne	PC/Laptop	Performance	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000473932	Nanon Talley	Telecom	Voice Mail	None		TIR Missed:	No	0.00
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000473933	Kyle Harris	PC/Laptop	Performance	None		TIR Missed:	No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000473934	Joseph V Cook	Application	None	ZENworks for Desktops		TIR Missed:	No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000473936	Steve Rosales	Application	Error	State Payroll Time Entry System	TIR Missed:	No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000473940	Jenifer Braegger	Network	Error	None		TIR Missed:	No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000473941	Sherrin Weiss	Application	Password	Citrix ICA Client		TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.37
INC000000473948	Alyson Wilde	Application	Password	Echart		TIR Missed:	No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000473949	Darrell Fairbanks	None	None	None		TIR Missed:	No	0.00
	Application Support	Justin Rasmussen	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000473951	Amy N Brown	Application	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000473983	Tina Humphrey	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000473987	Heather Rondorf	Application	None	Cisco AnyConnect VPN Client		TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000473992	Bridgette Mair	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000474002	Michael Cox	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed:	No	0.00

Human Services

Incident / Group	Caller / Assignee	Category	Type	CI / Priority	Status	TIR/TTR Missed	Value
INC000000474034	Dorothy Richardson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Rural Central Desktop Support	Todd Hardy	Human Services		Low	Closed	TTR Missed: No	0.24
INC000000474051	John Ortiz	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000474056	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000474057	Lamont Felt	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services		Low	Closed	TTR Missed: No	0.08
INC000000474082	Dawna Shultz	Application	Password	Citrix ICA Client		TIR Missed: No	0.46
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.54
INC000000474089	Bradley Newbold	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.84
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.84
INC000000474098	Brandee Nuzman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000474103	Angela French	PC/Laptop	Password	None		TIR Missed: Yes	1.34
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	1.34
INC000000474144	Ron Harrell	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000474145	Ron Harrell	None	None	None		TIR Missed: No	0.06
Metro B Desktop Support	Matthew Blunk	Human Services		Low	Closed	TTR Missed: No	0.47
INC000000474154	Tammy J Valdez	PC/Laptop	Hardware	None		TIR Missed: No	0.92
Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No	0.92
INC000000474156	Shannell Webber	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000474158	Lory Pond	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000474162	Linda Baggs	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000474163	Shaunna Conder	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000474164	Taylor Stark	Application	Password	Content Manager		TIR Missed: Yes	1.17
ORS Content Manager	Les Roberts	Human Services		Low	Closed	TTR Missed: No	1.17
INC000000474169	Holly Watson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services		Low	Closed	TTR Missed: No	0.00

Human Services

INC000000474208	Keli Francis	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000474256	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000474257	Valyn Pace	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	5.18
INC000000474263	Andrea Jenkins	Application	None	None	TIR Missed: No	0.21
	Metro C Desktop Support	Ken Knobel	Human Services	Low	Closed	TTR Missed: No	0.29
INC000000474266	John Macfarlane	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.09
INC000000474269	Joseph Gonzalez	None	None	None	TIR Missed: No	0.38
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.55
INC000000474270	Fred Butterfield	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000474277	Linda Long	Application	Reporting	Novell GroupWise	TIR Missed: Yes	2.16
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	2.76
INC000000474292	Sui Amaama	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.42
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.78
INC000000474295	Lisa Graham	Application	Error	None	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000474310	Lisa Jorgensen	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000474314	Lory Pond	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000474322	Wendy Cole	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000474332	Diane Moore	Network	Incident	None	TIR Missed: Yes	1.10
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.28
INC000000474350	Matthew Cox	Application	Error	SAFE	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000474383	Zlatko Porobic	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000474394	Stephanie Bezyack	Network	Incident	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000474397	Arnold Jones	Application	Error	PGP		TIR Missed:	No	0.12
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.23
INC000000474407	Ralph Prieto	Application	Password	Utah Master Directory		TIR Missed:	No	0.08
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed:	No	0.08
INC000000474421	David A Jones	Application	Password	Citrix ICA Client		TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000474441	Natalie Holt	None	None	None		TIR Missed:	No	0.31
	Strategic Communications	Luis Larios	Human Services	Low	Closed	TTR Missed:	No	3.67
INC000000474459	Joseph Gonzalez	None	None	None		TIR Missed:	No	0.52
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	1.86
INC000000474479	Nan Holdaway	Application	Reporting	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000474481	Justina Flesher	Network	Incident	Novell ConsoleOne		TIR Missed:	No	0.28
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.30
INC000000474489	Celeste LaBorde	Application	Password	Utah Criminal Justice Informatio		TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000474490	David Amata	None	None	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000474491	Emma Montoya	None	None	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed:	No	2.15
INC000000474494	Robert T Burton	None	None	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000474509	Craig Walters	Application	Error	None		TIR Missed:	No	0.89
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.89
INC000000474515	Celeste LaBorde	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000474520	Terri Niederhauser	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000474522	Donelle Clements	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000474527	Rick Birrell	Server	None	None		TIR Missed:	No	0.34
	Capitol Hosting	Mike Tyrrell	Human Services	High	Closed	TTR Missed:	No	0.34
INC000000474534	Susan Eddy	None	None	None		TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	0.00

Human Services

INC000000474535	Stacey Keyes	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000474536	Olga Cordero	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000474538	Lisa D Evans	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000474555	Julie Root	Application	Reporting	None		TIR Missed: No	0.42
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.43
INC000000474563	Jorden Czech	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Troy Morris	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000474565	Holly Pope	Application	None	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000474573	Mandy Petersen	Application	Error	SAFE		TIR Missed: No	0.00
Rural Central Desktop Support	Jeremy Standifird	Human Services		Low	Closed	TTR Missed: No	0.35
INC000000474577	Amy Hutchinson	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000474579	Bradley Newbold	Application	Password	Novell GroupWise		TIR Missed: No	0.21
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.29
INC000000474591	Elizabeth Lindsay	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.23
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.37
INC000000474609	Tavares Ray	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000474616	Jill Colvin	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000474619	Tom Medina	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000474625	Ivana Meandzija	Application	None	Contract Approval Payment Sys		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000474665	Susan Dalpiaz	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000474684	Laura Johnson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000474739	Jessica Cameron	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Help Desk	James Stearns	Human Services		Low	Closed	TTR Missed: No	0.00

Human Services

INC000000474757	Judy Hull	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Ed Conrad	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000474789	Jeremy Hall	None	None	None		TIR Missed: No	0.00
Metro B Hosting	Paul Seager	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000474793	Ernest Cuatto	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000474794	Ernest Cuatto	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000474798	Brent Shaw	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000474805	Monica Kitchens	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
Metro B Help Desk	Ed Conrad	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000474818	Lisa Bruno	None	None	None		TIR Missed: No	0.00
Application Services	Danielle Hood	Human Services	Low	Closed		TTR Missed: No	1.57
INC000000474820	Wendy Haramoto	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000474823	Heather Wilson	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Ed Conrad	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000474835	James Coon	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000474845	Gordon Gunn	Application	Error	SAFE		TIR Missed: No	0.00
Metro B Help Desk	Ed Conrad	Human Services	Low	Closed		TTR Missed: No	0.05
INC000000474855	Elsa Johnson	None	None	None		TIR Missed: No	0.19
Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed		TTR Missed: No	0.19
INC000000474866	Christina Humpherys	Application	Error	Novell Messenger		TIR Missed: No	0.00
Metro B Help Desk	Ed Conrad	Human Services	Low	Closed		TTR Missed: No	0.10
INC000000474870	Gloria Whitesides	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000474871	Janet Welling	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000474880	Roberta Gillette	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000474883	Pamela brenneman	None	None	SAFE		TIR Missed: No	0.05
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	4.40

Human Services

Incident	Name	Category	Type	Product		TIR/TTR Missed	Value
INC000000474889	Lory Pond	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.09
INC000000474891	Paul Schaaf	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.23
	Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.28
INC000000474896	Marilyn Sundblom	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	5.75
INC000000474923	Lamont Felt	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000474925	Gaylene Thomas	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.11
	Metro B Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed: No	0.68
INC000000474934	Julie A Ross	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.32
INC000000474936	Milton Gale	Application	Reporting	SAFE		TIR Missed: No	0.03
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.31
INC000000474947	Sandra Sanduk	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.13
INC000000474960	Lisa Aragon	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.15
INC000000474961	Lamont Felt	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.07
INC000000474966	DJ Hicks	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000474979	Sharla Bayles	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.06
INC000000474991	Judy Alice Harrington	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.09
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.11
INC000000474993	Zelma Hughes	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.04
INC000000474997	Sui Amaama	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.08
	Metro B Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed: No	0.97
INC000000474998	Richard Berry	Application	Error	PGP		TIR Missed: No	0.12
	Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.17
INC000000475000	Elaine Boren-Hess	PC/Laptop	Error	None		TIR Missed: No	0.13
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.03

Human Services

INC000000475008	Maggie Noyes	Application	Error	Novell GroupWise		TIR Missed: No	0.67
Application Services	Bart Purser	Human Services		Low	Closed	TTR Missed: No	1.17
INC000000475017	Brenda L Holland	Application	Error	SAFE		TIR Missed: No	0.00
Metro B Help Desk	Ed Conrad	Human Services		Low	Closed	TTR Missed: No	0.33
INC000000475021	Kelli Karpakis	None	None	None		TIR Missed: No	0.00
Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed: No	0.06
INC000000475031	Kasia Brill	Network	Password	None		TIR Missed: No	0.00
Rural Central Desktop Support	Jeremy Standifird	Human Services		Low	Closed	TTR Missed: No	0.31
INC000000475050	Jill V Bell	Application	Error	SAFE		TIR Missed: No	0.00
Metro B Help Desk	Ed Conrad	Human Services		Low	Closed	TTR Missed: No	0.69
INC000000475058	Theresa Richardson	PC/Laptop	Error	None		TIR Missed: No	0.54
Rural North Desktop Support	Lori Hartzell	Human Services		Low	Closed	TTR Missed: No	1.01
INC000000475062	Nancy Gould	Application	Error	Novell GroupWise		TIR Missed: No	0.00
Rural Central Desktop Support	Jeremy Standifird	Human Services		Low	Closed	TTR Missed: No	0.33
INC000000475066	Kathryn Tokle-Anderson	Application	Reporting	Employee Gateway		TIR Missed: No	0.00
Help Desk	James Stearns	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000475079	Taylor Stark	Mainframe	Error	BlueZone		TIR Missed: No	0.66
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	1.44
INC000000475086	Brian D Nelson	None	None	PGP		TIR Missed: No	0.23
Metro B Desktop Support	Wayne Higgs	Human Services		Low	Closed	TTR Missed: No	0.27
INC000000475090	Brigham Young	PC/Laptop	Virus	None		TIR Missed: No	0.44
Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No	2.47
INC000000475108	Melinda Tippetts	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000475123	Judy Hammer	PC/Laptop	Hardware	None		TIR Missed: No	0.44
Metro B Help Desk	Ed Conrad	Human Services		Low	Closed	TTR Missed: No	0.55
INC000000475125	Lynn Parkin	None	None	ZENworks for Desktops		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000475128	Tom Sullivan	Application	Error	Internet Explorer		TIR Missed: No	0.00
Metro B Help Desk	Ed Conrad	Human Services		Low	Closed	TTR Missed: No	0.21
INC000000475140	Amy Gibbs	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Lori Hartzell	Human Services		Low	Closed	TTR Missed: No	
INC000000475142	Troy Gasser	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services		Low	Closed	TTR Missed: No	0.02

Human Services

INC000000475165	Milton Gale	Application	Error	Citrix ICA Client	TIR Missed:	Yes	1.09
Metro B Help Desk	Ed Conrad	Human Services		Low	Closed	TTR Missed: No	1.24

INC000000475178	Mo Schannon	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000475194	Kevin Anderson	Telecom	Hardware	Telephone	TIR Missed:	No	0.51
Voice Operations	Romanza Hamblin Sorensen	Human Services		Low	Closed	TTR Missed: No	0.51

INC000000475196	Rachel Wilkinson	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Rural Central Desktop Support	Jay Barfuss	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000475203	Milton Gale	Application	Error	SAFE	TIR Missed:	No	0.23
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	1.78

INC000000475213	tiffany taylor	None	None	Novell GroupWise	TIR Missed:	No	0.00
Metro A Desktop Support	Mike Beynon	Human Services		Low	Closed	TTR Missed: No	0.42

INC000000475220	Lyndy Benoit	Network	Performance	None	TIR Missed:	No	0.33
Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No	2.16

INC000000475229	Theresa Buonanato	Network	Password	IManager	TIR Missed:	No	0.00
Rural Central Desktop Support	Jay Barfuss	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000475234	Gina Hatch	Application	Reporting	Adobe Acrobat	TIR Missed:	No	0.30
Metro B Help Desk	Ed Conrad	Human Services		Low	Closed	TTR Missed: No	0.40

INC000000475238	Delbert Beddoes	None	None	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000475242	Kendall Johnson	None	None	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000475244	Cheryl Schilling	PC/Laptop	Hardware	Microsoft Windows 7	TIR Missed:	No	0.00
Metro B Help Desk	Ed Conrad	Human Services		Low	Closed	TTR Missed: No	0.06

INC000000475253	Nan Holdaway	None	None	ZENworks for Desktops	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000475254	Pat Peterson	Application	None	ZENworks for Desktops	TIR Missed:	No	0.00
Metro A Help Desk	Ed Conrad	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000475263	Mike Hebdon	Application	Reporting	None	TIR Missed:	No	0.00
Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed: No	0.75

INC000000475272	Bethany Votroubek	Application	Error	Novell GroupWise	TIR Missed:	No	0.60
Metro B Help Desk	Ed Conrad	Human Services		Low	Closed	TTR Missed: No	1.17

INC000000475280	Frances Smith	Network	Error	None	TIR Missed:	No	0.41
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	1.02

Human Services

INC000000475285	Manuel Romero	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000475287	Kathy Bruner	Telecom	Dial Tone	Telephone	TIR Missed:	No	0.19
Voice/Data/WAN Services	Craig Thompson	Human Services	Low	Closed	TTR Missed:	No	0.19
INC000000475292	Whitney Dietlein	None	None	Citrix ICA Client	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000475293	Manuel Romero	Mobile Devices	None	None	TIR Missed:	No	0.68
Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed:	No	0.70
INC000000475300	Stefanie Royall	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000475302	Dennis Manley	PC/Laptop	None	None	TIR Missed:	No	0.17
Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed:	No	0.17
INC000000475307	Jarilyn Sterling	Application	Password	Citrix ICA Client	TIR Missed:	No	0.00
Metro A Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000475308	Michelle Patterson	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000475324	Nickie Stocks	None	None	Novell GroupWise	TIR Missed:	No	0.64
Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Resolved	TTR Missed:	No	0.64
INC000000475336	JoAnn Maxwell	Application	Error	Microsoft Word	TIR Missed:	No	0.09
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	1.61
INC000000475357	Michele Ardohain	Application	Error	Citrix ICA Client	TIR Missed:	No	0.06
Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed:	No	0.16
INC000000475367	Laureen Wilson	Network	Incident	Novell ConsoleOne	TIR Missed:	Yes	1.01
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	1.01
INC000000475369	Laureen Wilson	Network	Incident	Novell ConsoleOne	TIR Missed:	No	0.97
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.97
INC000000475401	Lisa Aragon	Application	Reporting	None	TIR Missed:	No	0.41
Metro B Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed:	No	0.95
INC000000475429	Mel Castillo	Network	Password	None	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000475434	Jessica Jonas	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000475443	Genie Keblis	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed:	No	0.00

Human Services

INC000000475449	Judy Hafen	Network	None	None	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000475472	Spencer Schmutz	PC/Laptop	Hardware	ZENworks for Desktops	TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000475498	Cindy M Christensen	None	None	None	TIR Missed: No	0.05
	Metro C Desktop Support	Chad D Fowers	Human Services	Low	Closed	TTR Missed: No	4.12
INC000000475511	Gloria Beagley	Telecom	None	None	TIR Missed: No	0.00
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000475532	Julia Kolovich	None	None	None	TIR Missed: Yes	3.51
	Capitol Hosting	Mike Tyrrell	Human Services	Low	Closed	TTR Missed: No	3.52
INC000000475534	Celeste LaBorde	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000475547	Brenda M Holland	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000475563	Becky Snider	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000475566	Judy Monarque	Application	Reporting	PGP	TIR Missed: No	0.16
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.79
INC000000475570	Becky Crosby	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Human Services	Low	Closed	TTR Missed: No	0.18
INC000000475571	April Graham	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000475574	Joann Naylor	PC/Laptop	Error	None	TIR Missed: No	0.32
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	1.06
INC000000475575	Kathy Tollett	Application	None	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000475577	April Graham	Application	None	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000475586	Doug Spencer	Application	None	Citrix ICA Client	TIR Missed: No	0.05
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.07
INC000000475589	Betty Meyer	Application	Password	Citrix ICA Client	TIR Missed: No	0.07
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.10
INC000000475598	Scott Roudabush	Telecom	Voice Mail	Telephone	TIR Missed: No	0.14
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.34

Human Services

| INC000000475613 | Paul Schaaf | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Help Desk | Brenda Treadway | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000475618 | Sarah Lake | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000475620 | Celeste LaBorde | Application | Password | Utah Criminal Justice Informatio | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000475640 | Violet Secrest | None | None | RSA SecurID Software Token | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Ken Bolkcom | Human Services | Low | Closed | TTR Missed: No | 0.57 |

| INC000000475655 | Blaine Clayton | Application | None | PGP | TIR Missed: No | 0.45 |
| | Metro A Desktop Support | Mike Wilde | Human Services | Low | Closed | TTR Missed: No | 0.75 |

| INC000000475668 | Johnathan Rowley | Network | None | None | TIR Missed: No | 0.20 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.30 |

| INC000000475694 | Todd Loo | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000475710 | Chris Bodmer | Application | None | Echart | TIR Missed: No | 0.74 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.76 |

| INC000000475725 | Doris Prettyman | None | None | None | TIR Missed: No | 0.35 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 1.09 |

| INC000000475734 | Cheryl Dubach | Print/Copy/Scan/Fax | None | None | TIR Missed: No | 0.52 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.62 |

| INC000000475740 | Melissa Herrera | Network | None | ZENworks for Desktops | TIR Missed: No | 0.42 |
| | Rural South Desktop Support | Lane Adams | Human Services | Low | Closed | TTR Missed: No | 0.43 |

| INC000000475741 | Amy Buehler | None | None | Novell GroupWise | TIR Missed: No | 0.15 |
| | Application Services | Paul Lundell | Human Services | Low | Closed | TTR Missed: No | 0.49 |

| INC000000475742 | Dan Barrett | None | None | RSA SecurID Software Token | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.02 |

| INC000000475750 | Kiri Brough | None | None | None | TIR Missed: No | 0.44 |
| | Rural Central Desktop Support | Ron LeBaron | Human Services | Low | Closed | TTR Missed: No | 0.44 |

| INC000000475752 | Michele Garrick | None | None | Content Manager | TIR Missed: Yes | 4.16 |
| | ORS Content Manager | Les Roberts | Human Services | Low | Closed | TTR Missed: No | 4.16 |

| INC000000475755 | Denise Bradshaw | Mainframe | Password | BlueZone | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000475759 | Lisa Aragon | Application | None | Content Manager | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |

Human Services

Incident	Requester	Category	Type	Item	Missed Flags		Values
INC000000475787	Noreen Heid	None	None	Novell GroupWise	TIR Missed:	No	0.06
Metro B Desktop Support	Cindy Reed		Human Services	Low	Resolved	TTR Missed: No	1.55
INC000000475799	Ella Lopez	None	None	Symantec AntiVirus	TIR Missed:	No	0.15
Metro B Desktop Support	Ken Bolkcom		Human Services	Medium	Closed	TTR Missed: No	0.57
INC000000475803	Allen Randall	Telecom	Voice Mail	Telephone	TIR Missed:	Yes	50.38
Voice Operations	Romanza Hamblin Sorensen		Human Services	Low	Resolved	TTR Missed: Yes	50.38
INC000000475819	Chris Morton	Mainframe	Password	BlueZone	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd		Human Services	Low	Closed	TTR Missed: No	0.00
INC000000475844	Elizabeth Lindsay	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd		Human Services	Low	Closed	TTR Missed: No	0.00
INC000000475850	Lauren Judd	Application	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd		Human Services	Low	Closed	TTR Missed: No	0.00
INC000000475880	Jessica Artz	Application	None	Novell GroupWise	TIR Missed:	No	0.12
Rural North Desktop Support	Ryan Casey		Human Services	Low	Closed	TTR Missed: No	0.84
INC000000475908	Melinda Tippetts	Mainframe	Password	BlueZone	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham		Human Services	Low	Closed	TTR Missed: No	0.00
INC000000475911	Desree Swank	None	None	Citrix ICA Client	TIR Missed:	No	0.09
Metro B Help Desk	Gary Graham		Human Services	Low	Closed	TTR Missed: No	0.15
INC000000475934	Valerie Lowery	None	None	None	TIR Missed:	No	0.16
Metro C Help Desk	Ross Owen		Human Services	Low	Closed	TTR Missed: No	1.01
INC000000475951	Beth Harrop	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Ross Owen		Human Services	Low	Closed	TTR Missed: No	0.00
INC000000475956	Lindsey Hodgen	None	None	ZENworks for Desktops	TIR Missed:	Yes	2.36
Rural South Desktop Support	Doug Thornton		Human Services	Low	Closed	TTR Missed: No	2.36
INC000000475993	Kami Elmer	PC/Laptop	None	None	TIR Missed:	No	0.00
Rural South Desktop Support	Lance Nay		Human Services	Low	Closed	TTR Missed: No	0.00
INC000000476018	Dolores Talanoa	None	None	None	TIR Missed:	No	0.00
Metro B Hosting	Justin Rasmussen		Human Services	Low	Closed	TTR Missed: No	0.00
INC000000476030	Fololini Havea	None	None	None	TIR Missed:	No	0.00
Metro B Hosting	Paul Seager		Human Services	Medium	Closed	TTR Missed: No	0.00
INC000000476089	Ken Matheson	Application	Password	PGP	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd		Human Services	Low	Closed	TTR Missed: No	0.00
INC000000476090	Lynn Sanderson	Application	None	Contract Approval Payment Sys	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd		Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000476093	Odell Erickson	PC/Laptop	Performance	None			TIR Missed: No	0.78
Rural Central Desktop Support	Robert Case	Human Services		Low	Closed		TTR Missed: No	0.78
INC000000476096	Eric Hanson	Application	Password	Office of Recovery Services Info			TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed		TTR Missed: No	0.00
INC000000476100	Elsa Johnson	PC/Laptop	Performance	None			TIR Missed: No	0.13
Rural North Desktop Support	Neil Smedley	Human Services		Low	Closed		TTR Missed: No	0.13
INC000000476126	Shelly Park	Application	Password	PGP			TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Services		Low	Closed		TTR Missed: No	0.00
INC000000476136	Bonnie Keough	Application	None	SAFE			TIR Missed: No	0.10
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed		TTR Missed: No	0.31
INC000000476157	Stacy Gibson	Application	Password	Citrix ICA Client			TIR Missed: No	0.12
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed		TTR Missed: No	0.15
INC000000476158	Todd Loo	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed		TTR Missed: No	0.00
INC000000476162	Chris Boswell	Application	Password	Novell Messenger			TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed		TTR Missed: No	0.00
INC000000476175	Carmen Negron	Mainframe	Password	BlueZone			TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed		TTR Missed: No	0.00
INC000000476178	Jessica Artz	Application	None	Novell GroupWise			TIR Missed: No	0.21
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed		TTR Missed: No	0.86
INC000000476185	Julie Willden	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed		TTR Missed: No	0.00
INC000000476188	Edith Martinez	Application	Error	Adobe Connect			TIR Missed: No	0.81
ORS Adobe Support	Justin Rasmussen	Human Services		Low	Closed		TTR Missed: No	1.58
INC000000476189	Amy N Hall	None	None	None			TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services		Low	Closed		TTR Missed: No	0.03
INC000000476195	Scott Buys	None	None	None			TIR Missed: No	0.00
Rural Central Desktop Support	Robert Case	Human Services		Low	Closed		TTR Missed: No	0.00
INC000000476200	Angela Hansen	None	None	None			TIR Missed: No	0.00
Rural North Desktop Support	Lori Hartzell	Human Services		Low	Closed		TTR Missed: No	0.00
INC000000476205	Neal Ashbridge	None	None	None			TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed		TTR Missed: No	0.59
INC000000476212	Lory Pond	None	None	None			TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services		Low	Closed		TTR Missed: No	0.02

Human Services

Incident	Customer	Category	Type	Item	TIR/TTR Missed	Priority	Status	Hours
INC000000476217	Diana Fuchs	Application	None	None	TIR Missed: No			0.20
	Rural South Desktop Support	Doug Thornton	Human Services		TTR Missed: No	Low	Closed	0.20
INC000000476230	Maciel Perea	Application	None	None	TIR Missed: No			0.47
	Application Services	Tracy Goble	Human Services		TTR Missed: No	Low	Closed	2.00
INC000000476246	Paula Wing	None	None	None	TIR Missed: No			0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services		TTR Missed: No	Low	Closed	
INC000000476250	Tracy Graham	Mainframe	Password	BlueZone	TIR Missed: No			0.00
	Metro C Help Desk	Reed Stohel	Human Services		TTR Missed: No	Low	Closed	0.00
INC000000476251	Darrin Lee	None	None	None	TIR Missed: No			0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services		TTR Missed: No	Low	Closed	
INC000000476253	Scott Abeyta	Application	None	None	TIR Missed: No			0.15
	Metro B Desktop Support	Annice Valdez	Human Services		TTR Missed: No	Low	Closed	1.42
INC000000476265	Marcia Martineau	Application	None	ZENworks for Desktops	TIR Missed: No			0.54
	Metro A Desktop Support	Mike Beynon	Human Services		TTR Missed: No	Low	Closed	1.18
INC000000476266	Michelle Moss	Network	Error	None	TIR Missed: No			0.00
	Help Desk	James Stearns	Human Services		TTR Missed: No	Low	Closed	0.00
INC000000476267	Bradley Newbold	Application	Reporting	None	TIR Missed: No			0.00
	Help Desk	Vicky Marrelli	Human Services		TTR Missed: No	Low	Closed	0.00
INC000000476270	Deena Ott	Network	Incident	Novell ConsoleOne	TIR Missed: No			0.00
	Metro B Help Desk	Val Shepherd	Human Services		TTR Missed: No	Low	Closed	0.00
INC000000476272	Bradley Newbold	Application	Reporting	PGP	TIR Missed: Yes			1.27
	Metro B Help Desk	Gary Graham	Human Services		TTR Missed: Yes	Low	Closed	6.62
INC000000476275	Bradley Newbold	Application	Error	Microsoft Office	TIR Missed: Yes			1.27
	Metro B Desktop Support	Tyler Pearce	Human Services		TTR Missed: Yes	Low	Closed	6.40
INC000000476277	Jamie John	Application	Password	Citrix ICA Client	TIR Missed: No			0.00
	Metro B Help Desk	Val Shepherd	Human Services		TTR Missed: No	Low	Closed	0.00
INC000000476281	Shelly Park	None	None	None	TIR Missed: No			0.00
	Operations Production Control	Cal Brinton	Human Services		TTR Missed: No	Low	Closed	0.00
INC000000476297	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No			0.00
	Metro B Help Desk	Gary Graham	Human Services		TTR Missed: No	Low	Closed	0.00
INC000000476304	Karla Campbell	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No			0.00
	Rural South Desktop Support	Cheri Oldham	Human Services		TTR Missed: No	Low	Closed	0.00
INC000000476310	Deann Gertsch	Application	Error	State Payroll Time Entry System	TIR Missed: Yes			1.03
	Rural South Desktop Support	Meladye Shively	Human Services		TTR Missed: No	Low	Resolved	1.44

Human Services

INC000000476315	Nancy Lee	PC/Laptop	Error	None		TIR Missed: No	0.40
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No	1.06
INC000000476322	Marco Merrill	Application	Error	None		TIR Missed: Yes	1.02
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No	2.05
INC000000476335	Arnell Wamsley	Application	Password	Adobe Connect		TIR Missed: Yes	1.23
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.31
INC000000476353	Steven Chen	Application	None	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000476357	Paul Jordan	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.40
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.40
INC000000476383	Kerry Soelberg	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	5.72
INC000000476398	Andrea Frandsen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000476402	Lana Kopecky	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.06
INC000000476426	Jill V Bell	Application	None	ZENworks for Desktops		TIR Missed: No	0.19
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.19
INC000000476437	Dallas Earnshaw	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000476462	Toni Davis	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.11
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	2.49
INC000000476487	Ronald Tollefson	Network	Password	IManager		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000476497	Dorie Farah	Application	None	Microsoft Word		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000476511	Karen Randall	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000476529	Malakai Mokofisi	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000476566	Doreen Morgan	None	None	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000476569	Diana Fuchs	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000476570	Justin Seely	Application	Password	PGP		TIR Missed: No	0.34
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	3.19
INC000000476572	Jason Burton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000476574	Malakai Mokofisi	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000476581	Tiffany Sandberg	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000476631	Jeanine Taylor	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000476639	Catherine Worthington	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000476692	Vicky Turner	Application	Error	None		TIR Missed: No	0.13
Metro B Hosting	James Gramse	Human Services	Low	Closed		TTR Missed: No	1.60
INC000000476725	Mary Jo Peck	Application	Error	Novell GroupWise		TIR Missed: No	0.51
Rural North Desktop Support	Dane Smith	Human Services	Low	Resolved		TTR Missed: Yes	29.54
INC000000476731	Tom Payne	PC/Laptop	Hardware	None		TIR Missed: No	0.58
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed		TTR Missed: No	1.58
INC000000476742	Dale Robins	Application	Password	Citrix ICA Client		TIR Missed: No	0.21
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	0.23
INC000000476757	Jameson Jensen	Network	Password	IManager		TIR Missed: No	0.00
Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000476763	Sherrie Snow	Application	None	Novell GroupWise		TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed		TTR Missed: No	1.36
INC000000476764	Tammy Nuttall	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000476769	Debbie Stevens	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000476774	Ellen Carle	None	None	Microsoft Office		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed		TTR Missed: No	2.05
INC000000476791	Kelli Karpakis	None	None	Utah Criminal Justice Informatio		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000476795	Ed Whiting	PC/Laptop	Performance	None		TIR Missed: No	0.29
Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed		TTR Missed: No	0.29

Human Services

INC000000476814	Tifany Baumann	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000476823	Janet Froelich	Network	None	None	TIR Missed: No	0.31
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.44

INC000000476835	Nancy Sloper	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.08

INC000000476856	Todd M Smith	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000476861	Catherine Worthington	None	None	None	TIR Missed: No	0.46
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	1.65

INC000000476864	Sarah Houser	Mobile Devices	None	BlackBerry Configuration	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	

INC000000476868	Sue Urry	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.58
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.58

INC000000476933	Matthew Cox	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Tracy Goble	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000476942	Ryan Mccready	None	None	None	TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000476952	Lisa Johnston	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000476958	Violet Secrest	None	None	None	TIR Missed: No	0.01
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.36

INC000000476961	Rick Ericksen	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000476963	Rick Ericksen	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000476965	Scott Blackburn	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000476966	Max Durrant	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000476993	Rosanne Hosteen	Application	Password	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000477009	Jill Mcafee	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000477025	Valerie Lowery	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000477042	Julie Carlile	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000477056	Scott Roudabush	Telecom	None	Telephone	TIR Missed: No	0.14
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.66
INC000000477059	Shenille Stewart	None	None	RSA SecurID Software Token	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.43
INC000000477067	Melanie Reynolds	None	None	None	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000477070	Jessica Jonas	None	None	IPCC Express	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.35
INC000000477072	Julie Carlile	Application	Error	Utah Master Directory	TIR Missed: No	0.07
	Metro A Help Desk	Cindy Schroeder	Human Services	Low	Closed	TTR Missed: No	0.07
INC000000477073	Jessica Artz	Application	Error	Novell GroupWise	TIR Missed: No	0.12
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	0.14
INC000000477085	Nan Mendenhall	None	None	PGP	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000477094	Becky Crosby	None	None	ZENworks for Desktops	TIR Missed: No	0.10
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.10
INC000000477098	Andrea Jenkins	None	None	PGP	TIR Missed: No	0.10
	Metro C Desktop Support	Chad D Fowers	Human Services	Low	Closed	TTR Missed: No	0.21
INC000000477101	Stacey Gleed	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.47
INC000000477111	Kerry Fannin	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: Yes	9.15
INC000000477136	Teresa Taintor	Network	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000477139	Joseph Gonzalez	EIS Hardware	Printer	None	TIR Missed: No	0.55
	Strategic Communications	Luis Larios	Human Services	Low	Closed	TTR Missed: Yes	7.24
INC000000477145	Neal Ashbridge	Application	None	Microsoft Windows 7	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000477148	Joseph Gonzalez	Application	None	Equipment Inventory System	TIR Missed: No	0.18
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.22

Human Services

Incident	Name	Category	Type	Item	TIR Missed		Hours
INC000000477166	Jill Colvin	Network	None	None	TIR Missed: No		0.12
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.12
INC000000477168	Jill Colvin	None	None	Action Request System	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000477180	Robyn Ostberg	Print/Copy/Scan/Fax	None	None	TIR Missed: No		0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000477183	Melanie Reynolds	PC/Laptop	None	None	TIR Missed: No		0.46
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.46
INC000000477186	Justina Flesher	None	None	None	TIR Missed: No		0.29
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.79
INC000000477196	Deborah Sirles	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000477200	Marcia Day	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No		0.47
	Rural South Desktop Support	Ryan Bennett	Human Services	Low	Resolved	TTR Missed: No	0.47
INC000000477204	Jeanine Bernal	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000477209	Tami Fullerton	Application	None	Internet Explorer	TIR Missed: No		0.55
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.07
INC000000477217	Ella Lopez	PC/Laptop	Performance	None	TIR Missed: No		0.17
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.39
INC000000477260	Carmen Green	None	None	ZENworks for Desktops	TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.18
INC000000477271	Lesley Lundeberg	Application	None	SAFE	TIR Missed: No		0.76
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.80
INC000000477286	Jeanine Taylor	Application	Password	DB2 Query Management Facility	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000477294	Justina Flesher	None	None	None	TIR Missed: No		0.74
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.78
INC000000477298	Wendy Thompson	Application	Error	Novell GroupWise	TIR Missed: Yes		1.09
	Application Services	Tony Larsen	Human Services	Low	Resolved	TTR Missed: No	2.54
INC000000477300	Ivana Meandzija	Application	None	Contract Approval Payment Sys	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.22
INC000000477303	Neal Ashbridge	PC/Laptop	None	None	TIR Missed: Yes		1.20
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	1.21

Human Services

INC000000477323	Lesley Lundeberg	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000477325	Valene Gibbs	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	1.03
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	1.88
INC000000477343	Marta Bitton	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000477345	Tonya Smith	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.60
INC000000477346	Todd M Smith	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.62
INC000000477354	Josette Harding	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000477365	Adrianna Pahulu	Network	Error	None		TIR Missed: No	0.66
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	0.75
INC000000477379	Sara Harris	PC/Laptop	Error	None		TIR Missed: No	0.20
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.34
INC000000477388	Shelly Olsen	PC/Laptop	Error	None		TIR Missed: No	0.44
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Resolved	TTR Missed: No	0.79
INC000000477391	Justina Flesher	None	None	None		TIR Missed: No	0.09
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.09
INC000000477395	Pam Nacario	Telecom	Call/Receive	Telephone		TIR Missed: No	0.17
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.22
INC000000477396	Karen Sevilla	Telecom	None	None		TIR Missed: No	0.30
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	1.12
INC000000477398	Marina Sanchez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000477420	Justina Flesher	None	None	None		TIR Missed: Yes	1.07
	Operations Production Control	Cal Brinton	Human Services	Low	Closed	TTR Missed: No	3.79
INC000000477468	Terrie Basinger	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000477486	Melissa Black	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000477487	Terri Niederhauser	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000477493	Susan Eddy	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000477495	Tammy Petrowski	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000477496	Tamie Hamblin	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000477506	Lesa Willhard	None	None	RSA SecurID Software Token		TIR Missed: No	0.07
Metro B Desktop Support	Jay Locker	Human Services	Low	Closed		TTR Missed: No	0.55
INC000000477511	Trent Clements	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000477513	Carma Hemingway	None	None	None		TIR Missed: Yes	1.78
Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed		TTR Missed: No	1.78
INC000000477517	Donna Russell	Application	Error	Novell GroupWise		TIR Missed: No	0.46
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	0.54
INC000000477522	Paul Schaaf	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: Yes	2.34
Application Services	Danielle Hood	Human Services	Low	Closed		TTR Missed: No	4.62
INC000000477541	Stacey Gleed	Application	Error	None		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed		TTR Missed: No	
INC000000477542	Deborah Sirles	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000477548	Lisa Bruno	None	None	None		TIR Missed: No	0.07
Help Desk	Vicky Marrelli	Human Services	Low	Closed		TTR Missed: No	0.42
INC000000477571	Jennifer Coomer	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000477573	Brian Beus	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural Central Desktop Support	Todd Hardy	Human Services	Low	Closed		TTR Missed: No	0.04
INC000000477586	Lisa Martinez	Network	None	None		TIR Missed: No	0.33
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	0.39
INC000000477617	Andrea Jenkins	None	None	None		TIR Missed: No	0.61
Metro C Desktop Support	Chad D Fowers	Human Services	Low	Closed		TTR Missed: No	1.29
INC000000477632	Nickie Stocks	None	None	None		TIR Missed: No	0.00
Rural South Desktop Support	Doug Thornton	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000477633	Tim Herzog	Application	Reporting	None		TIR Missed: No	0.09
Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed		TTR Missed: No	0.78

Human Services

INC000000477637	Kathi Gunn	None	None	None		TIR Missed:	No	0.00
	Rural South Desktop Support	Doug Thornton	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000477638	Cathy Davis	Network	None	None		TIR Missed:	No	0.23
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed:	No	0.23
INC000000477650	Ginger Jacobsen	Telecom	Call/Receive	None		TIR Missed:	No	0.27
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed:	No	0.29
INC000000477662	Nancy Gould	Application	Password	Citrix ICA Client		TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000477690	Anna Reposa	Network	Incident	None		TIR Missed:	No	0.98
	Rural South Desktop Support	Meladye Shively	Human Services	Low	Closed	TTR Missed:	No	0.98
INC000000477695	Debbie Koew	Application	None	Novell GroupWise		TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000477701	Natalie Stoddard	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000477703	Richard Berry	None	None	iPhone		TIR Missed:	No	0.15
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed:	No	0.33
INC000000477705	Arnell Wamsley	None	None	None		TIR Missed:	No	0.12
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed:	No	0.81
INC000000477717	Rick Cobia	Mobile Devices	None	iPhone		TIR Missed:	No	0.05
	Help Desk	Sarah Johnson	Human Services	Low	Closed	TTR Missed:	No	0.10
INC000000477719	Ruth Hauser	Application	None	SAFE		TIR Missed:	No	0.19
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.19
INC000000477723	Mark Dallimore	None	None	None		TIR Missed:	No	0.08
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	0.08
INC000000477728	Marina Sanchez	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000477755	Jenny Nicholas	Telecom	Hardware	Telephone		TIR Missed:	Yes	1.58
	Voice/Data/WAN Services	Art Scott	Human Services	Low	Closed	TTR Missed:	No	1.67
INC000000477769	Kenneth Fambrough	PC/Laptop	Performance	None		TIR Missed:	No	0.46
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed:	No	2.09
INC000000477775	Tari Weaver	None	None	Adobe Connect		TIR Missed:	No	0.31
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.31
INC000000477779	Karmal Mandel	PC/Laptop	Virus	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed:	No	0.16

Human Services

INC000000477782	Chuck Berglund	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000477787	Ardella Peterson	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed:	No	0.04
INC000000477812	Marina Sanchez	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000477813	Stephanie O Nelson	Application	Error	ZENworks for Desktops	TIR Missed:	No	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000477814	Scott L Holmes	Application	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000477815	Natalie Holt	None	None	None	TIR Missed:	No	0.16
Rural South Desktop Support	Doug Thornton	Human Services	Low	Closed	TTR Missed:	No	0.16
INC000000477826	Heather Guanajuato	Application	Password	Utah Master Directory	TIR Missed:	No	0.00
Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000477833	June Matuauto	None	None	None	TIR Missed:	No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000477835	Lesley Lundeberg	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Medium	Closed	TTR Missed:	No	0.00
INC000000477836	Andrea Jenkins	None	None	None	TIR Missed:	No	0.00
Metro C Desktop Support	Chad D Fowers	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000477839	Doreen Morgan	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000477840	Michelle Moss	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000477843	Lesley Lundeberg	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000477868	Jarell Dillman	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000477872	Mark Scott	Application	Password	Utah Criminal Justice Informatio	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000477882	Stephanie Higbee	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.42
INC000000477883	Debra Dopp	Mainframe	Password	BlueZone	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed:	No	0.00

Human Services

INC000000477889	Cristy Davis	Application	None	Adobe Connect	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000477893	Sharon Curiel	None	None	ZENworks for Desktops	TIR Missed: No	0.00
Metro B Desktop Support		Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.60

INC000000477917	Casey Cole	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000477919	Kelli Karpakis	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000477938	Wendy Robles	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000477941	Shenille Stewart	None	None	RSA SecurID Software Token	TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.19

INC000000477956	Gaye A Holt	Application	None	None	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000477962	Fanu Ulugalu	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support		Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000477965	Tracy Hart	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support		Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000477966	Mark Spalding	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support		Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000477967	Janis Widdison	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support		Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000477972	Joye Downey	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000477974	Jennifer Wagoner	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support		Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000477976	Laura Knight	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support		Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000477978	Lisa Johnston	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support		Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000477987	Matt Watkins	Application	Password	PGP	TIR Missed: No	0.00
Rural Central Desktop Support		Jay Barfuss	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000477990	Ivana Meandzija	Billing	None	Contract Approval Payment Sys	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000477992	Gary Gaudette	Network	Password	IManager	TIR Missed: No	0.00
Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed: No	0.18
INC000000477993	Dan Choate	Telecom	Voice Mail	Telephone	TIR Missed: No	0.06
Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.86
INC000000478000	Shayna Kingon	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000478001	Karen C Andersen	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.17
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.05
INC000000478004	Karmal Mandel	Application	None	Department of Public Safety Re	TIR Missed: No	0.13
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.28
INC000000478009	Kent Roundy	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000478017	Jason Pittman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000478023	Kimberly Mack	None	None	None	TIR Missed: No	0.11
Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	1.41
INC000000478026	Sheryl St Clair	Application	Error	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	0.88
INC000000478029	Donna Crawford	Network	Password	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000478033	Stacey Boyd	PC/Laptop	Performance	None	TIR Missed: No	0.73
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.90
INC000000478060	Ed Whiting	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.08
Application Services	Danielle Hood	Human Services	Low	Closed	TTR Missed: Yes	7.37
INC000000478070	Kristy Bate	Print/Copy/Scan/Fax	Incident	None	TIR Missed: Yes	1.18
Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	1.18
INC000000478076	Linda Baggs	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000478080	Mayla Slack	Application	Error	SAFE	TIR Missed: No	0.24
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.37
INC000000478086	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000478113	Julia Huffaker	None	None	Novell GroupWise	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report March 2012
As of 4/2/2012

Human Services

Incident	Requester	Category	Type	CI		TIR Missed		Value
INC000000478124	Jilenne Gunther	None	None	None		TIR Missed: No		0.00
	Metro B Desktop Support	Peter Musser	Human Services		Low	Closed	TTR Missed: No	0.29
INC000000478128	Genie Keblis	Application	Error	Novell GroupWise		TIR Missed: Yes		3.90
	Rural North Desktop Support	Lori Hartzell	Human Services		Low	Resolved	TTR Missed: No	3.90
INC000000478129	Darcie Peterson	Network	Performance	None		TIR Missed: No		0.00
	Metro C Desktop Support	Chad D Fowers	Human Services		Low	Resolved	TTR Missed: No	4.48
INC000000478185	Alisa VonRiotte	Network	Password	None		TIR Missed: No		0.00
	Help Desk	James Stearns	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000478188	Maria M Ramirez	Network	Password	None		TIR Missed: No		0.00
	Help Desk	Julie VanBeekum	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000478189	Navina Forsythe	Mobile Devices	Error	Droid		TIR Missed: No		0.41
	Application Services	Dustin Crump	Human Services		Low	Closed	TTR Missed: No	1.44
INC000000478200	Michael E Lopez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000478219	LaRee Oreilly	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000478221	Stephen Daisson	PC/Laptop	Performance	None		TIR Missed: No		0.24
	Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No	0.87
INC000000478236	Angela Robbins	Network	Performance	Novell eDirectory		TIR Missed: No		0.00
	Help Desk	Julie VanBeekum	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000478249	Trena Adams	PC/Laptop	None	None		TIR Missed: No		0.29
	Metro B Desktop Support	Anthony Booyse	Human Services		Low	Closed	TTR Missed: No	2.18
INC000000478264	Valene Gibbs	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No		0.00
	Help Desk	Julie VanBeekum	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000478270	Ken Matheson	None	None	None		TIR Missed: No		0.00
	Metro B Desktop Support	Tyler Pearce	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000478285	Kristy Walker	None	None	Mozilla Firefox		TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000478291	Heather Casutt	Application	Password	DB2 Query Management Facility		TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000478308	Teri Poston	Network	Error	Novell Client for 32-bit Windows		TIR Missed: Yes		1.42
	Rural North Desktop Support	Rodney Peterson	Human Services		Low	Resolved	TTR Missed: No	1.68
INC000000478312	Janice Gee	Network	Incident	Novell ConsoleOne		TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00

Human Services

INC000000478313	Shenille Stewart	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000478317	Adrianna Pahulu	None	None	None	TIR Missed: No	0.21
Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	0.21
INC000000478324	Fisi Moleni	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000478332	Scott Hodges	None	None	None	TIR Missed: No	0.05
Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	2.10
INC000000478364	Jilenne Gunther	Telecom	Voice Mail	Telephone	TIR Missed: No	0.59
Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	1.51
INC000000478365	Laura Knight	None	None	PGP	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000478392	Robert Gordon	Application	None	Microsoft Office 2003 Profession	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000478395	Marti Carroll	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	3.09
INC000000478406	Faline Iorg	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000478420	Coy Stevenson	None	None	None	TIR Missed: No	0.00
Operations Production Control	Cal Brinton	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000478449	Elizabeth Adair	Network	Incident	None	TIR Missed: No	0.10
Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No	0.18
INC000000478465	Michael Flandro	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000478473	Emma Montoya	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000478485	Nancy Stucki	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000478493	Maria Justice	Application	None	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000478517	Tiffany Sandberg	Application	None	Mozilla Firefox	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000478520	Sandra Reed	PC/Laptop	Hardware	None	TIR Missed: No	0.12
Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.48

Human Services

INC000000478526	Rich Sallstrom	Application	None	SAFE	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000478531	Marina Sanchez	None	None	Microsoft Windows XP Profession	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000478562	Tamara Ray	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000478601	Christina Bradshaw	None	None	None	TIR Missed:	No	0.13
Operations Production Control	Cal Brinton	Human Services	Low	Closed	TTR Missed:	No	0.21
INC000000478630	Shirlene McCairns	None	None	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000478634	Stephen Arnold	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000478636	Raelyn Schenk	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.32
Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed:	No	0.32
INC000000478641	Laura Knight	None	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000478644	Sherri S Hafen	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000478652	Brad McGarry	PC/Laptop	Error	None	TIR Missed:	No	0.00
Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed:	No	1.81
INC000000478653	Theresa Oram	None	None	None	TIR Missed:	No	0.00
Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed:	No	0.01
INC000000478662	Steven J Sorensen	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	1.61
INC000000478693	Debbie Stevens	Mainframe	Password	BlueZone	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000478697	Heather Casutt	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000478701	Lynn Parkin	PC/Laptop	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000478707	Barry Richards	Application	Password	PGP	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	1.89
INC000000478729	John S Larsen	None	None	Novell GroupWise	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00

Human Services

INC000000478742	Tracie Carmichael	Application	Password	PGP		TIR Missed: Yes	1.39
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	1.63
INC000000478750	Betty Meyer	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.12
INC000000478753	Tracie Carmichael	Application	Password	PGP		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000478765	Delton Pugh	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000478768	Cindy Clayburn	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000478783	Jessica Stubbs	Application	Reporting	None		TIR Missed: Yes	1.31
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	1.51
INC000000478794	Edith Martinez	Network	None	None		TIR Missed: No	0.21
Metro B Desktop Support	Jay Locker	Human Services	Low	Closed		TTR Missed: No	3.06
INC000000478801	Lyle Goulding	PC/Laptop	Virus	None		TIR Missed: Yes	2.28
Rural South Desktop Support	Ryan Bennett	Human Services	Low	Resolved		TTR Missed: No	2.28
INC000000478820	Tylean Peck	None	None	Internet Explorer		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.08
INC000000478836	Janie Lopez	Application	Password	BlueZone		TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000478856	Carol Black	Application	None	Novell GroupWise		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000478880	Brian Gomez	None	None	Novell GroupWise 32-bit Window	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.03
INC000000478908	Brenda M Holland	None	None	PGP		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.04
INC000000478925	Lori Orton	Mobile Devices	Error	Droid		TIR Missed: No	0.31
Application Services	Danielle Hood	Human Services	Low	Closed		TTR Missed: No	0.41
INC000000478927	Mayla Slack	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.25
Application Services	Danielle Hood	Human Services	Low	Closed		TTR Missed: No	0.58
INC000000478928	Edith Martinez	Application	None	Novell Messenger		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000478929	Trish Jensen	Application	None	PGP		TIR Missed: No	0.64
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed		TTR Missed: No	0.71

Human Services

INC000000478931	Mark Forbes	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Rural Central Desktop Support	John Donaldson	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000478935	Kyle Hillyard	Application	Password	Citrix ICA Client	TIR Missed: No	0.82
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.92
INC000000478937	Chris Roach	Application	Error	Novell GroupWise	TIR Missed: No	0.44
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.44
INC000000478940	Laureen Wilson	Application	Password	Echart	TIR Missed: No	0.00
Rural Central Desktop Support	John Donaldson	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000478966	Alecia Stoker	PC/Laptop	Virus	None	TIR Missed: No	0.28
Rural Central Desktop Support	Ron LeBaron	Human Services		Low	Closed	TTR Missed: No	5.78
INC000000478968	Donalin Martin	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Lori Hartzell	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000478984	Sariah wilson	Application	Error	None	TIR Missed: No	0.00
Rural Central Desktop Support	John Donaldson	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000478987	Debra Yardley	Application	Password	PGP	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000478996	Cynthia Aposhian	None	None	BlueZone	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.09
INC000000479033	Antonette Salazar	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Jay Locker	Human Services		Low	Closed	TTR Missed: No	5.09
INC000000479042	Debra Yardley	Application	Password	PGP	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000479075	Lennie Knowlton	Mobile Devices	None	Droid	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000479082	Ivana Meandzija	Application	None	Contract Approval Payment Sys	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000479084	Ivana Meandzija	Application	None	Contract Approval Payment Sys	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000479105	Valerie King	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000479115	Stacey Gleed	Application	None	None	TIR Missed: No	0.67
Capitol Hosting	Mike Tyrrell	Human Services		Low	Closed	TTR Missed: No	0.67
INC000000479125	Vickie Long	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services		Low	Closed	TTR Missed: No	0.00

Human Services

INC000000479134	Shaunna Skidmore	None	None	None	TIR Missed: No	0.92
Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.92
INC000000479147	Polly Colbert	Network	None	None	TIR Missed: No	0.16
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.16
INC000000479153	Kenyatta Green	None	None	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.13
INC000000479161	Ella Lopez	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.66
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.67
INC000000479167	Elaine Jimenez	Application	None	Microsoft Windows XP Professic	TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	5.26
INC000000479176	Valyn Pace	Application	Error	Adobe Reader	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000479186	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000479189	Leticia Dardon	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000479194	Liz Wing	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000479239	Spencer lloyd	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000479263	Suzanne O'Connell	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000479266	Kenyatta Green	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000479269	Abigail Bodily	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000479288	Lisa Martinez	Telecom	Voice Mail	Telephone	TIR Missed: No	0.07
Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.19
INC000000479328	Kenyatta Green	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000479332	Robert Gordon	None	None	None	TIR Missed: No	0.17
Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.49
INC000000479335	Andrea Jenkins	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000479336	Jessica Stubbs	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000479372	Scott Munden	Application	Error	None	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000479374	Bart Mason	Application	None	Active Directory	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000479391	Joann Murphy	None	None	content manager	TIR Missed: No	0.99
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	2.82
INC000000479401	Mercedes Grindstaff	Application	None	SAFE	TIR Missed: No	0.11
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.12
INC000000479405	Amy Smith	Network	None	None	TIR Missed: No	0.86
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.86
INC000000479432	Cindy Lund	Application	None	Microsoft Office Professional 20	TIR Missed: No	0.31
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: N/A	
INC000000479433	jill hill	None	None	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000479436	Terri Niederhauser	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000479442	Mechel Gibbs	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	1.64
INC000000479444	Melissa Black	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000479446	Rebel Smith	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000479451	Lonny Burton	None	None	None	TIR Missed: No	0.05
	Metro B Desktop Support	Peter Musser	Human Services	Medium	Resolved	TTR Missed: No	0.17
INC000000479464	Shawna Peterson	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000479482	Alena Hawkins	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000479511	Lennie Knowlton	None	None	Droid	TIR Missed: No	0.72
	Application Services	Dustin Crump	Human Services	Low	Resolved	TTR Missed: No	0.83
INC000000479545	Glen C Ames	PC/Laptop	Virus	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000479547	Michael Murdock	PC/Laptop	Virus	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000479552	Kelly Anderson	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000479558	Polly Colbert	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000479567	Karen Wiseman	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000479578	Melissa Black	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000479623	Jessica Gallegos	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000479638	Kami Elmer	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000479640	Kami Elmer	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000479657	Alta Lee	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000479662	Nancy Acuna	None	None	None		TIR Missed: No	0.31
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.31
INC000000479665	Celeste LaBorde	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000479680	Marina Sanchez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000479687	Sherri Hernandez	None	None	ZENworks for Desktops		TIR Missed: No	0.13
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	3.05
INC000000479698	Charlyn Child	Telecom	Coverage Path	Telephone		TIR Missed: No	0.56
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Medium	Closed	TTR Missed: No	0.56
INC000000479708	Glen C Ames	Network	Password	Novell GroupWise		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000479710	Dawn Mencarini	PC/Laptop	Performance	None		TIR Missed: No	0.32
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	3.32
INC000000479712	Joann Murphy	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.16

Human Services

Incident	Name / Group	Category / Assignee	Type / Org	Item / Priority	Status	TIR/TTR Missed	Value
INC000000479715	Karen Anderson	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000479717	Marta Bitton	Application	Error	Microsoft Access		TIR Missed: No	0.54
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.69
INC000000479733	Leeann Robinson	None	None	ZENworks for Desktops		TIR Missed: No	0.27
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.61
INC000000479752	Trudy Decantu	None	None	None		TIR Missed: No	0.27
	Application Support - Web Apps	Brent Mabey	Human Services	Low	Closed	TTR Missed: No	0.31
INC000000479774	Catherine Taylor	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.11
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.16
INC000000479779	Judy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000479819	Melinda Tippetts	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000479830	Jonathan Houser	None	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.06
INC000000479837	Melissa Herrera	Application	None	Novell GroupWise		TIR Missed: No	0.14
	Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.61
INC000000479848	Carlyn Stansfield	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Resolved	TTR Missed: No	0.57
INC000000479849	Taylor Stark	Application	None	eFIND/eSHARE		TIR Missed: Yes	7.10
	Operations Production Control	Cal Brinton	Human Services	Low	Resolved	TTR Missed: Yes	7.10
INC000000479875	Laura Knight	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000479888	Scott Roudabush	Telecom	Voice Mail	Telephone		TIR Missed: No	0.24
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.58
INC000000479920	Michele Garrick	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	3.10
INC000000479922	Todd Thayn	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.24
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.24
INC000000479925	Jessica Cameron	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000479940	Catherine Taylor	None	None	iPhone		TIR Missed: No	0.34
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.40

Human Services

INC000000479965	Chris Wride	None	None	None		TIR Missed:	No	0.00
	Application Services	Tony Larsen	Human Services	Low	Resolved	TTR Missed:	Yes	6.01
INC000000479977	Rod Talaeai	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000479993	Laura Liddell	Application	None	SAFE		TIR Missed:	No	0.17
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.26
INC000000479995	Lynne LeBaron	PC/Laptop	None	None		TIR Missed:	No	0.76
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed:	No	0.79
INC000000479997	Carrie L Hazel	Application	Password	Utah Master Directory		TIR Missed:	No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000480004	William Ahkuoi	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000480018	Kathleen R Anderson	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000480031	Maikel Hernandez	Mainframe	Password	BlueZone		TIR Missed:	No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000480103	Jana Darling	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000480106	Laurinda Kennedy	Network	Password	Novell eDirectory		TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000480118	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed:	No	2.45
INC000000480126	Melinda Tippetts	None	None	Systm Microsoft Windows XP Pr		TIR Missed:	No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed:	No	0.06
INC000000480136	Leeann Robinson	None	None	Systm Microsoft Windows XP Pr		TIR Missed:	No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed:	No	0.06
INC000000480140	Cristina Duke	Application	Password	Utah Master Directory		TIR Missed:	No	0.07
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed:	No	0.15
INC000000480145	Cynthia Aposhian	None	None	Microsoft Windows XP Professic		TIR Missed:	No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed:	No	0.02
INC000000480149	Antonette Salazar	None	None	Microsoft Windows XP Professic		TIR Missed:	No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed:	No	0.01
INC000000480151	Jana Darling	None	None	Microsoft Windows XP Professic		TIR Missed:	No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed:	No	0.02

Human Services

INC000000480153	Betty Anderson	None	None	Microsoft Windows XP Professic	TIR Missed: No	0.00
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000480175	Neal Ashbridge	Application	Error	State Payroll Time Entry Systern	TIR Missed: No	0.00
Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000480186	Karin Thorn	Application	Password	Utah Master Directory	TIR Missed: No	0.13
Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.33
INC000000480187	Brian Gomez	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000480195	Helen M DiCaro	Application	Password	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000480223	Brian Gomez	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000480239	Fleishia Wahlin	Application	None	None	TIR Missed: No	0.13
Help Desk	Sarah Johnson	Human Services	Low	Resolved	TTR Missed: No	0.18
INC000000480253	Donelle Clements	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000480259	Heidi Little	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000480260	Brandi Peterson	None	None	Data Synchronizer	TIR Missed: No	0.26
Application Services	Dustin Crump	Human Services	Low	Resolved	TTR Missed: Yes	16.23
INC000000480330	Zachary W Gillespie	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000480334	Thelma Poulson	Telecom	None	None	TIR Missed: No	0.21
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.63
INC000000480336	Thelma Poulson	None	None	None	TIR Missed: No	0.00
Salt Lake Data Center Operations	Lehi Mills	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000480341	Colette Tasker	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000480343	Betty Anderson	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000480344	Todd M Smith	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000480359	Kevin Kilburn	Application	Password	PGP	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000480368	Kris Hansen	Application	None	Content Manager	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low · Resolved	TTR Missed: No	0.00
INC000000480375	Scott Weight	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low · Resolved	TTR Missed: No	0.00
INC000000480380	Tom Medina	Application	Reporting	Content Manager	TIR Missed: No	0.14
	ORS Content Manager	Pam Lee	Human Services	Low · Resolved	TTR Missed: No	0.14
INC000000480381	Sandra Gleed	Application	Password	PGP	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Human Services	Low · Resolved	TTR Missed: No	0.00
INC000000480390	Kristopher Foltz	None	None	None	TIR Missed: No	0.00
	Metro B Hosting	Justin Rasmussen	Human Services	Low · Resolved	TTR Missed: No	0.01
INC000000480391	Jeff Marrott	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low · Resolved	TTR Missed: No	0.00
INC000000480400	Charles Bentley	Application	None	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low · Resolved	TTR Missed: No	0.00
INC000000480404	Corrie Miera	None	None	None	TIR Missed: Yes	1.19
	ORS Content Manager	Les Roberts	Human Services	Low · Resolved	TTR Missed: No	1.19
INC000000480405	Taylor Stark	Application	Password	Office of Recovery Services Infc	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low · Resolved	TTR Missed: No	0.17
INC000000480411	Deborah Wilbur	None	None	Content Manager	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low · Resolved	TTR Missed: No	
INC000000480412	Wade Pierce	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low · Resolved	TTR Missed: No	0.00
INC000000480414	Peter Sorensen	None	None	None	TIR Missed: No	0.50
	Metro B Help Desk	Val Shepherd	Human Services	Low · Resolved	TTR Missed: No	0.54
INC000000480440	Kay Layton	Application	Error	Content Manager	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low · Resolved	TTR Missed: No	0.00
INC000000480463	Tamara Larry	Telecom	Dial Tone	Telephone	TIR Missed: No	0.31
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low · Resolved	TTR Missed: No	0.63
INC000000480469	Michael Styles	Mobile Devices	None	Droid	TIR Missed: No	0.04
	Application Services	Danielle Hood	Human Services	Low · Resolved	TTR Missed: No	0.76
INC000000480478	Doug Spencer	Network	Error	None	TIR Missed: No	0.17
	Metro B Help Desk	Val Shepherd	Human Services	Low · Resolved	TTR Missed: No	0.56
INC000000480482	Taylor Stark	Application	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low · Resolved	TTR Missed: No	0.00

Human Services

Incident	Requester	Category	Sub-category	Product	TIR Missed	Hours
INC000000480489	Doug Spencer	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Ed Conrad	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000480497	Misty Bringhurst	Server	None	None	TIR Missed: No	0.18
Rural South Desktop Support	Lane Adams	Human Services		Low	Resolved	TTR Missed: No	0.18
INC000000480501	Judy M Halford	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000480503	Morgan Earley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000480508	Kit Kounthong	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.03
INC000000480512	Raitos Archuleta	Telecom	None	None	TIR Missed: No	0.08
Voice Operations	Romanza Hamblin Sorensen	Human Services		Low	Resolved	TTR Missed: No	1.20
INC000000480520	Sherri Hernandez	None	None	ZENworks for Desktops	TIR Missed: No	0.10
Metro B Desktop Support	Annice Valdez	Human Services		Low	Resolved	TTR Missed: No	5.95
INC000000480525	Karmal Mandel	PC/Laptop	Error	None	TIR Missed: No	0.11
Rural Central Desktop Support	Jeremy Standifird	Human Services		Low	Resolved	TTR Missed: Yes	6.47
INC000000480532	Anna Hernandez	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000480540	Sherrin Weiss	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000480553	Stephanie Castro	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000480559	Susan Steffee	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000480560	Pat Peterson	Application	None	Microsoft Windows XP Professional	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000480564	Erin H Stephens	None	None	PGP	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000480570	Bonnie Halliday	Application	Error	PGP	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000480574	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000480576	Elizabeth Adair	None	None	Novell Client for 32-bit Windows	TIR Missed: No	0.48
Application Services	Tony Larsen	Human Services		Low	Resolved	TTR Missed: No	3.70

Human Services

Incident	Name	Category	Type	Item	TIR Missed	TTR Missed	Val 1	Val 2
INC000000480591	Brooke Zamora	None	None	None	TIR Missed: No		0.13	
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	0.13	
INC000000480601	Laura Tesch	None	None	None	TIR Missed: No		0.06	
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Resolved	TTR Missed: No	2.81	
INC000000480604	Marty Robins	Application	Password	DB2 Query Management Facility	TIR Missed: No		0.00	
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00	
INC000000480607	Sue Abbott	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: Yes		1.06	
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	1.06	
INC000000480637	Matt Watkins	Network	Password	IManager	TIR Missed: No		0.00	
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Resolved	TTR Missed: No	0.00	
INC000000480641	Jolene Durrant	Application	None	Microsoft Windows XP Profession	TIR Missed: No		0.00	
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	3.04	
INC000000480646	Ellen Weaver	None	None	Content Manager	TIR Missed: No		0.69	
	ORS Content Manager	Dan Barrett	Human Services	Low	Resolved	TTR Missed: No	0.69	
INC000000480653	Laura Liddell	Telecom	None	None	TIR Missed: No		0.25	
	Voice Operations	Julie Sabato	Human Services	Low	Resolved	TTR Missed: No	2.10	
INC000000480663	Leeann Robinson	Mainframe	Password	BlueZone	TIR Missed: No		0.00	
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00	
INC000000480666	Talona Talbot	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00	
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00	
INC000000480671	Vickki Carver	None	None	None	TIR Missed: No		0.00	
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	0.00	
INC000000480674	Janis Widdison	Network	Incident	Novell ConsoleOne	TIR Missed: No		0.00	
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00	
INC000000480700	Diane McCarty	None	None	Microsoft Word	TIR Missed: No		0.06	
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	4.92	
INC000000480711	Raitos Archuleta	Telecom	Voice Mail	Telephone	TIR Missed: No		0.20	
	Voice Operations	Julie Sabato	Human Services	Low	Resolved	TTR Missed: No	2.46	
INC000000480724	Justina Flesher	None	None	None	TIR Missed: No		0.08	
	Operations Production Control	Duane Hardy	Human Services	Low	Resolved	TTR Missed: No	0.19	
INC000000480732	Jana Darling	None	None	DB2 Query Management Facility	TIR Missed: No		0.35	
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.39	
INC000000480735	Brent Perry	None	None	DB2 Query Management Facility	TIR Missed: No		0.32	
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.42	

Enterprise Incident Report March 2012
As of 4/2/2012

Human Services

INC000000480739	Catherine Taylor	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000480750	Joan Kesler	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000480759	Tara Lewis	None	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000480761	Romona Zellers	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000480766	Joan Kesler	PC/Laptop	Hardware	None	TIR Missed: No	0.34
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Resolved	TTR Missed: No	0.34
INC000000480774	Karin Thorn	None	None	Citrix ICA Client	TIR Missed: No	0.25
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.37
INC000000480779	Scott Roudabush	Telecom	None	Telephone	TIR Missed: No	0.10
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	1.67
INC000000480786	Jana Darling	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000480795	Jana Darling	None	None	DB2 Query Management Facility	TIR Missed: No	0.15
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	3.81
INC000000480797	Delilah Thomas	Application	Error	Utah Criminal Justice Informatio	TIR Missed: No	0.15
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.29
INC000000480809	Dan Chatterton	Application	Password	PGP	TIR Missed: No	0.58
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	5.99
INC000000480824	Jennifer Baxter	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000480828	Kris Shaw	Application	None	SAFE	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000480841	Lennie Knowlton	Application	Error	None	TIR Missed: No	0.39
	Metro B Desktop Support	Wayne Higgs	Human Services	Low	Resolved	TTR Missed: Yes	7.83
INC000000480844	Lennie Knowlton	Mobile Devices	Error	Droid	TIR Missed: Yes	2.48
	Application Services	Danielle Hood	Human Services	Low	Resolved	TTR Missed: No	3.72
INC000000480855	Shellie Smith	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.55
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: Yes	7.55
INC000000480856	Ronda Jones	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.75

Human Services

INC000000480865	Brent Perry	Mainframe	Password	BlueZone			TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000480866	Heidi Trujillo	Mainframe	Password	BlueZone			TIR Missed: No	0.00
Rural North Desktop Support		Ruston McKay	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000480868	Lisa Packard	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	0.00
Rural North Desktop Support		Ruston McKay	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000480873	Jennette Stone	Application	Password	Citrix ICA Client			TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000480885	Cyndi Cox	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000480888	Bonnie E Martineau	Server	Performance	None			TIR Missed: No	0.04
Metro B Hosting		Paul Engberson	Human Services		Medium	Resolved	TTR Missed: No	0.58
INC000000480892	Kimberly Clements	None	None	ZENworks for Desktops			TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000480897	Jacquie Poulsen	None	None	None			TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000480942	Christine Deary	None	None	Novell GroupWise			TIR Missed: No	0.28
Metro B Desktop Support		Annice Valdez	Human Services		Low	Resolved	TTR Missed: No	2.02
INC000000480946	Cyndi Cox	None	None	Content Manager			TIR Missed: No	0.50
ORS Content Manager		Dan Barrett	Human Services		Low	Resolved	TTR Missed: No	0.50
INC000000480956	Brandee Nuzman	None	None	None			TIR Missed: No	0.00
Rural Central Desktop Support		Robert Case	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000480958	Allen Orton	Mobile Devices	Error	Droid			TIR Missed: Yes	1.83
Application Services		Danielle Hood	Human Services		Low	Resolved	TTR Missed: No	2.28
INC000000480972	Jamie John	Network	None	Novell ConsoleOne			TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000480990	Calleen Chivers	PC/Laptop	Hardware	None			TIR Missed: No	0.08
Metro B Desktop Support		Annice Valdez	Human Services		Low	Resolved	TTR Missed: No	1.76
INC000000481002	Kristin S Perry	Network	None	None			TIR Missed: No	0.22
Metro B Help Desk		Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.35
INC000000481003	Lori Zumbrunnen	Mainframe	Password	BlueZone			TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000481010	Tracy Coburn	None	None	None			TIR Missed: No	0.00
Rural North Desktop Support		Dane Smith	Human Services		Low	Resolved	TTR Missed: No	0.05

Human Services

INC000000481024	Vickie Nelson	PC/Laptop	None	None	TIR Missed: No	0.17
Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.58
INC000000481027	Jamie Howells	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481029	Georgeia Wood	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481033	Sigrid Nolte	Application	Error	DB2 for Windows	TIR Missed: No	0.39
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	3.19
INC000000481034	Steven Chen	PC/Laptop	Performance	None	TIR Missed: No	0.12
Metro B Desktop Support	Wayne Higgs	Human Services	Low	Resolved	TTR Missed: No	0.19
INC000000481038	Alan K Misbach	Application	Error	None	TIR Missed: Yes	1.22
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	1.30
INC000000481043	Ken McCauley	None	None	ZENworks for Desktops	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481050	Joe Torres	Application	Password	PGP	TIR Missed: No	0.51
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.98
INC000000481074	Cheryl Dubach	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.19
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.37
INC000000481090	Jantz Afuvai	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481092	Olga Cordero	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.45
INC000000481093	Stella Andes	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481094	Kimi Latham	Network	None	None	TIR Missed: No	0.54
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	4.61
INC000000481095	Jennifer Peters	Application	None	None	TIR Missed: No	0.89
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	1.03
INC000000481101	Sherri Hernandez	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481102	Christy Van Buskirk	Application	None	Novell GroupWise	TIR Missed: No	0.15
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: N/A	
INC000000481103	Lisa Packard	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000481107	Susan Clements	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481108	Pam Nacario	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481110	Cynthia Eulberg	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481115	Cathy Rueff	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481121	Mayla Slack	Application	Error	SAFE		TIR Missed: Yes	2.13
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Resolved	TTR Missed: No	2.13
INC000000481125	Rick Cobia	Application	None	Microsoft Word		TIR Missed: No	0.62
	Rural North Desktop Support	Neil Smedley	Human Services	Low	Resolved	TTR Missed: No	0.62
INC000000481126	Maria Catalini	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481127	Shauna Thomas	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481129	Kathy Anderson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481138	Laureen Wilson	Network	Incident	Novell ConsoleOne		TIR Missed: Yes	1.95
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: N/A	
INC000000481151	Megan Rasmussen	Application	None	SAFE		TIR Missed: Yes	1.85
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	2.29
INC000000481209	Catherine Taylor	None	None	Content Manager		TIR Missed: No	0.82
	ORS Content Manager	Dan Barrett	Human Services	Low	Resolved	TTR Missed: No	0.82
INC000000481211	Joseph Gonzalez	Application	Error	Microsoft Word		TIR Missed: Yes	1.40
	Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	1.44
INC000000481213	Jeff Harrop	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000481216	Kenneth Sio	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481218	Brian D Nelson	None	None	PGP		TIR Missed: Yes	1.53
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	2.36
INC000000481232	Marcia Martineau	Network	Error	Novell Client for 32-bit Windows		TIR Missed: Yes	1.35
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.36

Human Services

Incident	Name	Category	Type	Item	TIR Missed	Value
INC000000481244	DJ Hicks	PC/Laptop	Virus	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	0.73
INC000000481273	Pamela Park	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481289	April Remington	PC/Laptop	Virus	Symantec AntiVirus	TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481329	Josette Harding	Application	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481333	Heather Fischer	None	None	None	TIR Missed: No	0.45
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.55
INC000000481343	Celia Navejar	Application	Error	Novell GroupWise	TIR Missed: No	0.12
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.12
INC000000481347	Ann Nelson	None	None	None	TIR Missed: No	0.13
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.13
INC000000481362	Nancy Newman	Application	None	RSA SecurID Software Token	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481368	Gordon Gunn	Application	None	Novell Messenger	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481381	Marina Sanchez	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481387	Sara Bodily	Network	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481406	Beverly Hart	Application	Password	Gmail	TIR Missed: No	0.13
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.38
INC000000481411	Beverly Hart	Mobile Devices	Error	Droid	TIR Missed: Yes	1.08
	Application Services	Danielle Hood	Human Services	Low	Resolved	TTR Missed: Yes	9.00
INC000000481417	Val Bonnett	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	5.53
INC000000481423	Doris Prettyman	Network	Incident	None	TIR Missed: No	0.22
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.36
INC000000481429	Donna Roche	None	None	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	2.19
INC000000481430	Ken Matheson	Application	None	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.03

Human Services

INC000000481459	Polly Colbert	None	None	Fleet Focus	TIR Missed: No	0.10
	Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	0.97
INC000000481463	Peggy Grusendorf	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481468	Jeanine Taylor	Application	None	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.07
INC000000481473	Nicole Nielsen	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481482	Ardella Peterson	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.44
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Resolved	TTR Missed: No	1.01
INC000000481483	Debra Yardley	Application	None	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.43
INC000000481501	Doris Prettyman	Application	Error	None	TIR Missed: No	0.57
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.62
INC000000481514	Robert Jowett	None	None	Content Manager	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481528	Shauna Hair	Application	None	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000481538	William S Jordan	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481543	Diane Miller	Application	None	Adobe Connect	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.11
INC000000481546	Madhu Gundlapali	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481570	Alan Tribble	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000481571	Darrin Judd	PC/Laptop	Error	None	TIR Missed: No	0.13
	Rural South Desktop Support	Ryan Bennett	Human Services	Low	Resolved	TTR Missed: No	1.19
INC000000481587	Gina Lewis	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481588	Marla Janusz	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481589	Annette Babisz	None	None	None	TIR Missed: No	0.25
	Campus Networking	Charmaine Malan	Human Services	Low	Resolved	TTR Missed: No	0.36

Human Services

INC000000481593	Susan Clements	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000481602	John H Thompson	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481604	Mavis Stevenson	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481606	Marilyn Petty	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481608	Linda Manning	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481609	Violet Secrest	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481610	Donelle Clements	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481614	Jackie Davis	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481621	Richard Creviston	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481624	Dawn Prince	Application	Error	Novell GroupWise	TIR Missed: No	0.12
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.29
INC000000481633	Chris Morton	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.10
INC000000481635	Violet Secrest	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481638	Bart Mason	Application	Reporting	Gmail	TIR Missed: Yes	5.29
Application Services	Martin Gonzalez	Human Services	Low	Resolved	TTR Missed: Yes	6.22
INC000000481639	Cindy Phillips	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481645	Polly Colbert	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000481651	Susan U Green	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: Yes	1.76
Application Services	Danielle Hood	Human Services	Low	Resolved	TTR Missed: No	1.82
INC000000481652	Pamela Park	Telecom	Voice Mail	Telephone	TIR Missed: Yes	1.88
Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	2.33

Human Services

Incident	Name	Category	Type	Item	TIR Missed		Status	TTR Missed	Value
INC000000481656	Brian Koralewski	Billing	None	None	TIR Missed: Yes			TTR Missed: Yes	13.60
Billing	Sara Brown	Human Services			Low	Resolved			67.42
INC000000481657	Rick H Hansen	None	None	Internet Explorer	TIR Missed: No			TTR Missed: No	0.27
Metro B Desktop Support	Annice Valdez	Human Services			Low	Resolved			4.89
INC000000481663	Misty Martindale	Telecom	Dial Tone	Telephone	TIR Missed: Yes			TTR Missed: No	1.79
Voice Operations	Romanza Hamblin Sorensen	Human Services			Low	Resolved			1.92
INC000000481680	Maikel Hernandez	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No			TTR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services			Low	Resolved			0.00
INC000000481686	Jana Darling	Network	None	None	TIR Missed: No			TTR Missed: No	0.01
Metro B Help Desk	Janet Hongsyvilay	Human Services			Low	Resolved			1.04
INC000000481702	Lisa Sorensen	Telecom	Call/Receive	Telephone	TIR Missed: Yes			TTR Missed: No	1.42
Voice Operations	Romanza Hamblin Sorensen	Human Services			Low	Resolved			1.56
INC000000481706	Morgan Earley	PC/Laptop	None	None	TIR Missed: No			TTR Missed: No	0.10
Rural North Desktop Support	Ryan Casey	Human Services			Low	Resolved			0.44
INC000000481708	Lee Castillo	Application	Password	Citrix ICA Client	TIR Missed: No			TTR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services			Low	Resolved			0.00
INC000000481710	Toni Mortensen	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No			TTR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services			Low	Resolved			0.00
INC000000481727	Peggy Grusendorf	Mobile Devices	None	None	TIR Missed: Yes			TTR Missed: No	1.21
Application Services	Danielle Hood	Human Services			Low	Resolved			4.03
INC000000481731	Jana Darling	Print/Copy/Scan/Fax	None	None	TIR Missed: No			TTR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services			Low	Resolved			0.03
INC000000481732	Violet Secrest	Application	Password	DB2 Query Management Facility	TIR Missed: No			TTR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services			Low	Resolved			0.00
INC000000481740	Justina Flesher	None	None	None	TIR Missed: No			TTR Missed: No	0.08
Operations Production Control	Duane Hardy	Human Services			Low	Resolved			0.14
INC000000481743	Justina Flesher	Application	None	Active Directory	TIR Missed: No			TTR Missed:	0.30
Metro B Help Desk	Val Shepherd	Human Services			Low	Resolved			
INC000000481747	Mark Forbes	Application	None	None	TIR Missed: No			TTR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services			Low	Resolved			0.00
INC000000481752	Krystal Lyman	Network	Incident	ZENworks for Desktops	TIR Missed: No			TTR Missed: N/A	0.05
Rural South Desktop Support	Scott Jesienouski	Human Services			Low	Resolved			
INC000000481752	Krystal Lyman	Network	Incident	ZENworks for Desktops	TIR Missed: No			TTR Missed: N/A	0.65
Rural South Desktop Support	Scott Jesienouski	Human Services			Low	Resolved			

Human Services

INC000000481763	Keri Herrmann	PC/Laptop	Error	None		TIR Missed: No	0.31
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.50
INC000000481769	David Cardon	Network	None	None		TIR Missed: No	0.31
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.65
INC000000481771	Frank Rees	Network	None	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.02
INC000000481790	Donna Russell	None	None	None		TIR Missed: No	0.00
Metro B Desktop Support	Peter Musser	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000481791	Ivana Meandzija	Application	None	Contract Approval Payment Sys	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000481794	Polly Colbert	Application	None	Fleet Focus		TIR Missed: No	0.03
Metro B Desktop Support	Peter Musser	Human Services		Low	Resolved	TTR Missed: No	0.90
INC000000481797	David A Jones	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.03
INC000000481800	Ivana Meandzija	Application	None	Contract Approval Payment Sys	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000481803	Justina Flesher	None	None	None		TIR Missed: No	0.87
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.87
INC000000481809	Brenda Barrus	Application	Password	Novell GroupWise		TIR Missed: No	0.18
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.26
INC000000481817	Elmo L Gruwell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000481824	Troy Mattinson	None	None	None		TIR Missed: No	0.03
Metro B Desktop Support	Ken Bolkcom	Human Services		Low	Resolved	TTR Missed: No	0.97
INC000000481825	Adrianna Pahulu	Mobile Devices	Error	BlackBerry Configuration		TIR Missed: No	0.27
Help Desk	Sarah Johnson	Human Services		Low	Resolved	TTR Missed: No	0.46
INC000000481828	Violet Secrest	None	None	None		TIR Missed: No	0.48
Metro B Desktop Support	Annice Valdez	Human Services		Low	Resolved	TTR Missed: No	3.33
INC000000481829	Kevin Webb	PC/Laptop	Virus	None		TIR Missed: No	0.75
Rural South Desktop Support	Meladye Shively	Human Services		Low	Resolved	TTR Missed: No	0.75
INC000000481844	Julie Bingham	Application	None	DB2 Query Management Facility	TIR Missed: No	0.52
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.74
INC000000481845	John Ortiz	Application	None	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.06

Human Services

Incident	Name	Category	Type	Item		Status	TIR/TTR Missed	Value
INC000000481850	Stephanie Smith	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000481854	Cynthia Akins	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved		TTR Missed: No	
INC000000481914	Thomas Edgar	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000481920	Donelle Clements	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000481921	Melissa Black	None	None	None			TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000481923	Laurie Vigil	None	None	None			TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000481945	Peter Smith	Application	None	Microsoft Windows XP Professional			TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000482000	Paula Loakes	Print/Copy/Scan/Fax	None	None			TIR Missed: No	0.10
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved		TTR Missed: No	5.18
INC000000482014	Rashelle Butcher	Print/Copy/Scan/Fax	None	None			TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	0.20
INC000000482032	Becky Gallegos	None	None	None			TIR Missed: No	0.29
	Help Desk	Brenda Treadway	Human Services	Low	Resolved		TTR Missed: No	0.29
INC000000482034	Michael Murdock	Application	Reporting	None			TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000482036	Laurie Vigil	Application	Password	DB2 Query Management Facility			TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000482052	Alexandra Urban	Application	Error	None			TIR Missed: No	0.13
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Medium	Resolved		TTR Missed: No	0.42
INC000000482079	Darla Taylor	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Resolved		TTR Missed: No	4.26
INC000000482087	Shawna Peterson	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000482089	Marlene Goodrich	PC/Laptop	Error	None			TIR Missed: No	0.16
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Resolved		TTR Missed: No	2.98
INC000000482129	David Mack	Application	Password	Utah Master Directory			TIR Missed: No	0.36
	Help Desk	Brenda Treadway	Human Services	Low	Resolved		TTR Missed: No	0.36

Human Services

INC000000482156	Marty Robins	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000482157	David Mack	Application	Error	Novell GroupWise	TIR Missed: No	0.59
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.07
INC000000482160	Emma Tohara	Application	Reporting	Utah Master Directory	TIR Missed: No	0.27
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.25
INC000000482166	Barbara Gallegos	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.45
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.45
INC000000482178	Mario Nieto	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000482185	Stella Andes	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000482190	Nancy Faircloth	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.44
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.51
INC000000482191	Lisa Aragon	None	None	None	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000482214	Peggy Major	None	None	None	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000482216	Seth Stinson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000482237	Scott Jacobson	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000482254	Chris Wride	None	None	None	TIR Missed: Yes	1.18
Application Services	Tony Larsen	Human Services	Low	Resolved	TTR Missed: No	1.18
INC000000482258	Christine Banister	Application	Error	Case Management and Employ	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.10
INC000000482259	Scott Jacobson	Application	Error	BlueZone	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000482268	Janeen Brazier	Application	Password	PGP	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000482274	Barry Richards	Application	Password	PGP	TIR Missed: No	0.10
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.25
INC000000482276	Doug Fox	Telecom	Call/Receive	Telephone	TIR Missed: No	0.00
Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000482293	Shellie O Peterson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000482302	Bridgette Mair	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000482305	Paula May	Network	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000482308	Kristy Walker	None	None	Content Manager	TIR Missed: No	0.00
ORS Content Manager	Dan Barrett	Human Services	Low	Resolved	TTR Missed: No	2.81
INC000000482339	Yanoula Dounias	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000482345	Annita Kendall	None	None	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000482354	Royce Webb	Application	Reporting	PGP	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000482367	Amanda Galloway	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000482369	Sandra Ferland	Network	Password	None	TIR Missed: No	0.18
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.39
INC000000482371	Kaycee Bassett	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000482373	Alexandra Urban	Application	Reporting	Microsoft PowerPoint	TIR Missed: No	0.37
Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	0.39
INC000000482383	Brenda Fotheringham	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000482387	Marie Rodriguez	None	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000482398	Royce Webb	Application	Password	PGP	TIR Missed: No	0.29
Metro A Desktop Support	Mike Beynon	Human Services	Low	Resolved	TTR Missed: No	0.30
INC000000482399	Alease Guymon	Network	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000482408	Anna Reposa	PC/Laptop	Hardware	None	TIR Missed: No	0.17
Rural South Desktop Support	Meladye Shively	Human Services	Low	Resolved	TTR Missed: No	0.17
INC000000482430	Ruth Hauser	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

Incident	Name	Category	Type	Item	TIR Missed		Status	TTR Missed	Value
INC000000482438	Marta Bitton	Network	Error	None		TIR Missed: No			0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low			Resolved	TTR Missed: No	0.03
INC000000482450	Lori Ramos	Application	Error	BlueZone		TIR Missed: No			0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low			Resolved	TTR Missed: No	0.16
INC000000482453	Navina Forsythe	None	None	None		TIR Missed: No			0.10
Metro B Help Desk	Val Shepherd	Human Services		Low			Resolved	TTR Missed: No	2.99
INC000000482457	Antonette Salazar	Application	Error	eFIND/eSHARE		TIR Missed: No			0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low			Resolved	TTR Missed: No	0.03
INC000000482464	Jamie Howells	Application	Error	None		TIR Missed: Yes			1.75
Rural North Desktop Support	Ryan Casey	Human Services		Low			Resolved	TTR Missed: No	2.39
INC000000482469	Jonathan Marshall	PC/Laptop	Virus	None		TIR Missed: No			0.00
Rural Central Desktop Support	Gerald Adams	Human Services		Low			Resolved	TTR Missed: No	4.15
INC000000482471	Shelly Olsen	Application	Error	SAFE		TIR Missed: Yes			2.25
Metro B Help Desk	Gary Graham	Human Services		Low			Resolved	TTR Missed: No	2.43
INC000000482486	Charlene Wilde	None	None	None		TIR Missed: No			0.00
Rural North Desktop Support	Ryan Casey	Human Services		Low			Resolved	TTR Missed: No	0.00
INC000000482515	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No			0.00
Metro B Help Desk	Gary Graham	Human Services		Low			Resolved	TTR Missed: No	0.00
INC000000482523	Catherine Worthington	Application	Password	DB2 Query Management Facility	TIR Missed: No			0.00
Metro B Help Desk	Gary Graham	Human Services		Low			Resolved	TTR Missed: No	0.00
INC000000482561	Jessica Cameron	None	None	None		TIR Missed: Yes			1.87
Metro B Help Desk	Gary Graham	Human Services		Low			Resolved	TTR Missed: No	2.05
INC000000482568	Jan Fryer	None	None	None		TIR Missed: No			0.00
Metro C Help Desk	Ross Owen	Human Services		Low			Resolved	TTR Missed: No	0.00
INC000000482584	Scheila Beekhuizen	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes			1.26
Rural Central Desktop Support	Troy Morris	Human Services		Low			Resolved	TTR Missed: No	1.33
INC000000482600	Eva Clarke	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No			0.00
Metro B Help Desk	Gary Graham	Human Services		Low			Resolved	TTR Missed: No	0.00
INC000000482602	Christy Van Buskirk	Network	Incident	None		TIR Missed: No			0.43
Metro B Help Desk	Val Shepherd	Human Services		Low			Resolved	TTR Missed: No	0.43
INC000000482626	Becky Gallegos	PC/Laptop	Hardware	None		TIR Missed: No			0.32
Metro B Desktop Support	Annice Valdez	Human Services		Low			Resolved	TTR Missed: No	3.59
INC000000482672	Tamara Larry	Telecom	Hardware	Telephone		TIR Missed: No			0.06
Voice Operations	Romanza Hamblin Sorensen	Human Services		Low			Resolved	TTR Missed: No	0.06

Human Services

INC000000482725	Kathy Wilcox	None	None	BMI	TIR Missed: No	0.00
Application Services	Tony Larsen	Human Services	Low	Resolved	TTR Missed: No	5.12
INC000000482731	Chris Morton	None	None	BMI	TIR Missed: No	0.00
Application Services	Tony Larsen	Human Services	Low	Resolved	TTR Missed: Yes	8.71
INC000000482737	Mary Lou Warner	Application	None	Internet Explorer	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000482741	Kathy Ruffus	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000482764	Lori Ramos	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000482770	Geneil Young	Mobile Devices	Error	Droid	TIR Missed: No	0.41
Help Desk	Sarah Johnson	Human Services	Low	Resolved	TTR Missed: No	0.42
INC000000482771	Diana Fuchs	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000482782	Val Bonnett	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000482786	Wendy Carter	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000482797	Kay Layton	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000482827	Gwen Hansen	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Dane Smith	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000482829	Troy Gasser	Application	None	SAFE	TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	2.62
INC000000482835	Cathy Valerio	Network	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.13
INC000000482846	Sandra Ferland	Application	None	PGP	TIR Missed: No	0.82
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	1.04
INC000000482854	Donelle Clements	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000482855	Gloria Whitesides	None	None	Content Manager	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	3.14
INC000000482859	Terri Niederhauser	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000482862	Donelle Clements	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000482870	Donelle Clements	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000482888	Kimi endter	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	2.25
INC000000482899	Erika L Marks	PC/Laptop	Virus	None		TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	3.10
INC000000482911	Kati Wheatley	None	None	None		TIR Missed: No	0.48
Voice Operations	Gail Christiansen	Human Services	Low	Resolved	TTR Missed: No	0.48
INC000000482912	Lynn Higginson	None	None	Content Manager - Centralized		TIR Missed: No	0.27
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.40
INC000000482951	Lori Orton	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: Yes	2.54
Application Services	Dustin Crump	Human Services	Low	Resolved	TTR Missed: No	3.72
INC000000482969	Pamela Higgins	PC/Laptop	None	None		TIR Missed: No	0.02
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	1.96
INC000000482980	Andreja Kennedy	Network	Incident	None		TIR Missed: No	0.10
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.21
INC000000482988	David Cardon	Application	Error	Novell GroupWise		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000483000	Tammy L Davis	Network	Error	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.20
INC000000483002	Tammy L Davis	Application	Error	PGP		TIR Missed: No	0.13
Rural North Desktop Support	Neil Smedley	Human Services	Low	Resolved	TTR Missed: No	0.63
INC000000483016	Kurtis Bacciocco	Network	Error	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000483018	Kristen Soto	None	None	Citrix ICA Client		TIR Missed: No	0.20
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.38
INC000000483023	Sarah Pratt	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000483030	Paula Wing	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	0.50
INC000000483032	Heather Barlow	PC/Laptop	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	

Human Services

INC000000483034	Tonya Myrup	None	None	None	TIR Missed: No	0.05
Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: Yes	9.66
INC000000483053	Priya Noronha Ellwood	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000483054	Donna Crawford	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	3.89
INC000000483066	Lory Pond	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000483082	Shirley Cheney	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000483146	Kory Meacham	Application	Reporting	PGP	TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000483154	Shannon Black	Application	Error	None	TIR Missed: No	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000483172	Madalene Manno	None	None	None	TIR Missed: No	0.00
Application Support	Justin Rasmussen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000483186	Alta Lee	None	None	None	TIR Missed: No	0.00
Metro B Hosting	Justin Rasmussen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000483194	Gloria Beagley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000483202	Kyle Hillyard	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000483215	Edith Martinez	Network	Incident	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000483222	Luanne Endres	PC/Laptop	None	None	TIR Missed: No	0.08
Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Resolved	TTR Missed: No	0.08
INC000000483223	Jason Pittman	PC/Laptop	Performance	None	TIR Missed: No	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	3.12
INC000000483226	Jessica Popelka	Network	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000483251	Dan Chatterton	Application	Password	PGP	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000483254	Joseph Gonzalez	Application	None	Novell ConsoleOne	TIR Missed: No	0.26
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.29

Human Services

INC000000483255	Jody Eby	Network	None	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	0.02
INC000000483257	Tim Morganson	Network	None	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	0.02
INC000000483264	Callie Gallacher	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved		TTR Missed: No	0.03
INC000000483265	Heather Rondorf	None	None	None		TIR Missed: No	0.00
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved		TTR Missed: No	0.03
INC000000483267	Teresa Gray	None	None	Microsoft Excel		TIR Missed: No	0.12
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved		TTR Missed: No	4.93
INC000000483287	Patricia Hartzell	Application	Error	None		TIR Missed: No	0.00
Rural Central Desktop Support	Todd Hardy	Human Services	Low	Resolved		TTR Missed: No	1.22
INC000000483291	Amanda L Jensen	Mobile Devices	Error	None		TIR Missed: No	0.00
Rural Central Desktop Support	Todd Hardy	Human Services	Low	Resolved		TTR Missed: No	1.18
INC000000483293	Rick Birrell	Application	None	Gmail		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	0.21
INC000000483294	Fleishia Wahlin	Mobile Devices	Error	None		TIR Missed: No	0.00
Rural Central Desktop Support	Todd Hardy	Human Services	Low	Resolved		TTR Missed: No	1.17
INC000000483295	Dan Chatterton	Application	Error	Novell GroupWise		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000483296	Manu Taeoalii	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000483299	Sherri Hernandez	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000483307	Warren Malupo	PC/Laptop	Performance	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000483313	Ivana Meandzija	Application	None	Contract Approval Payment Sys		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000483328	Nicki Bidlack	None	None	PGP		TIR Missed: No	0.00
Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved		TTR Missed: No	0.22
INC000000483338	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	0.01
INC000000483341	Natalie Robinson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Services	Low	Resolved		TTR Missed: No	0.00

Human Services

INC000000483349	Sachin M Rajhans	Network	Error	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.05
INC000000483368	Lisa Martinez	None	None	None		TIR Missed: No	0.13
Metro B Desktop Support	Jay Locker	Human Services		Low	Resolved	TTR Missed: No	0.72
INC000000483382	Cathy Valerio	Network	None	None		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000483386	Amanda Galloway	None	None	PGP		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000483393	Deanna Fisher	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000483407	Gretchen Howell	Telecom	None	Telephone		TIR Missed: No	0.26
Voice Operations	Romanza Hamblin Sorensen	Human Services		Low	Resolved	TTR Missed: No	0.36
INC000000483413	Kim A Gardner	Application	None	Novell GroupWise		TIR Missed: No	0.57
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.61
INC000000483423	Corinne Harryman	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000483427	Bonnie Northrup	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000483435	Stephanie Bezyack	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000483436	Mavis Stevenson	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services		Low	Resolved	TTR Missed: No	5.64
INC000000483438	Cheryl Burgan	Application	None	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.03
INC000000483443	Monica Fisher	PC/Laptop	Performance	None		TIR Missed: No	0.11
Metro B Desktop Support	Ken Bolkcom	Human Services		Low	Resolved	TTR Missed: No	2.90
INC000000483452	Kati Wheatley	None	None	None		TIR Missed: No	0.14
Voice Operations	Gail Christiansen	Human Services		Low	Resolved	TTR Missed: No	0.53
INC000000483469	Justina Flesher	None	None	None		TIR Missed: No	0.04
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	1.36
INC000000483470	Tina Myers	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.07
INC000000483475	Jennifer Coomer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.02

Human Services

Incident	Requester	Category	Type	Product	TIR Missed	TTR	Assigned Group	Assignee	Dept	Priority	Status	TTR Missed	
INC000000483477	Randy K Oliver	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No							0.00
	Metro C Help Desk	Reed Stohel		Human Services	Low	Resolved	TTR Missed:	No					0.00
INC000000483480	Desree Swank	Application	Password	Citrix ICA Client			TIR Missed:	No					0.00
	Metro B Help Desk	Janet Hongsyvilay		Human Services	Low	Resolved	TTR Missed:	No					0.03
INC000000483494	Kami Elmer	Print/Copy/Scan/Fax	Error Code	None			TIR Missed:	No					0.17
	Rural South Desktop Support	Ryan Bennett		Human Services	Medium	Resolved	TTR Missed:	No					
INC000000483494	Kami Elmer	Print/Copy/Scan/Fax	Error Code	None			TIR Missed:	No					0.00
	Rural South Desktop Support	Ryan Bennett		Human Services	Medium	Resolved	TTR Missed:	No					
INC000000483529	Kati Wheatley	None	None	None			TIR Missed:	No					0.26
	Voice/Data/WAN Services	Mike Johnson		Human Services	Low	Resolved	TTR Missed:	No					0.26
INC000000483536	Donovan Bergstrom	None	None	Citrix ICA Client			TIR Missed:	No					0.00
	Metro B Help Desk	Gary Graham		Human Services	Low	Resolved	TTR Missed:	No					0.09
INC000000483548	Kami Elmer	Print/Copy/Scan/Fax	Queue	None			TIR Missed:	No					0.00
	Metro B Help Desk	Val Shepherd		Human Services	Low	Resolved	TTR Missed:	No					0.00
INC000000483551	Shawna Peterson	None	None	None			TIR Missed:	No					0.00
	Rural Central Desktop Support	Robert Case		Human Services	Low	Resolved	TTR Missed:	No					0.83
INC000000483553	David Lowe	Application	Error	SAFE			TIR Missed:	Yes					1.02
	Rural Central Desktop Support	Paul Petersen		Human Services	Low	Resolved	TTR Missed:	No					3.51
INC000000483562	Candice Whiteley	Application	Password	Citrix ICA Client			TIR Missed:	No					0.21
	Metro B Help Desk	Gary Graham		Human Services	Low	Resolved	TTR Missed:	No					0.32
INC000000483590	Bruce S Bishop	Application	None	Microsoft Word			TIR Missed:	No					0.10
	Rural Central Desktop Support	Robert Case		Human Services	Low	Resolved	TTR Missed:	No					0.48
INC000000483607	Katy Larsen	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed:	No							0.22
	Application Services	Danielle Hood		Human Services	Low	Resolved	TTR Missed:	Yes					9.44
INC000000483622	Mark Smith	Application	Password	Novell Client for 32-bit Windows	TIR Missed:	No							0.00
	Help Desk	Vicky Marrelli		Human Services	Low	Resolved	TTR Missed:	No					0.00
INC000000483633	Marina Sanchez	None	None	BlueZone			TIR Missed:	No					0.09
	Metro B Desktop Support	Annice Valdez		Human Services	Low	Resolved	TTR Missed:	No					1.46
INC000000483640	Lisa Aragon	Application	None	Symantec AntiVirus			TIR Missed:	No					0.00
	Metro B Help Desk	Val Shepherd		Human Services	Low	Resolved	TTR Missed:	No					0.00
INC000000483641	Ted Gerun	None	None	None			TIR Missed:	No					0.00
	Rural Central Desktop Support	Robert Case		Human Services	Low	Resolved	TTR Missed:	No					0.00
INC000000483643	Kari Korous	Application	None	Echart			TIR Missed:	No					0.62
	Metro B Help Desk	Gary Graham		Human Services	Low	Resolved	TTR Missed:	No					0.62

Human Services

INC000000483646	Rashelle Butcher	None	None	Content Manager	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000483663	Carolyn Barrett	PC/Laptop	None	None	TIR Missed: No	0.11
Metro A Desktop Support	Mike Beynon	Human Services	Low	Resolved	TTR Missed: No	0.11
INC000000483667	Jana Darling	Network	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.05
INC000000483668	Laraine Sheen	Application	None	SAFE	TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	2.29
INC000000483669	Candice Whiteley	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000483686	Heather Kline	Network	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000483707	Darcy Anderson	Network	Incident	None	TIR Missed: No	0.28
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.65
INC000000483714	Brian D Nelson	Application	None	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000483720	Ashlee VanAllen	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.42
Metro C Desktop Support	Ed Radke	Human Services	Low	Resolved	TTR Missed: No	5.72
INC000000483728	Laura Tesch	PC/Laptop	None	PGP	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.19
INC000000483733	Bruce James	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000483752	Christiana Graves	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000483757	Kimberly Hyde	None	None	Novell GroupWise	TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000483758	Analisa Butterfield	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000483766	Matthew Andreasen	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000483775	Sherri Hernandez	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000483776	Justina Flesher	None	None	None	TIR Missed: No	0.23
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.32

Human Services

INC000000483777	Natalie Sheppard	Application	Error	Citrix ICA Client		TIR Missed: No	0.03
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.20
INC000000483779	Scott Roudabush	Telecom	Voice Mail	Telephone		TIR Missed: No	0.08
Voice Operations		Kelly Johnson	Human Services	Low	Resolved	TTR Missed: No	0.60
INC000000483784	Salvador Mendez	Mobile Devices	None	iTouch		TIR Missed: No	0.08
Application Services		Dustin Crump	Human Services	Low	Resolved	TTR Missed: No	0.26
INC000000483794	jill hill	Network	None	None		TIR Missed: No	0.71
Metro B Hosting		James Gramse	Human Services	Low	Resolved	TTR Missed: No	0.71
INC000000483805	Jeri Boyle	Application	None	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000483815	Corrie Miera	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000483816	Bert Peterson	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support		Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	0.70
INC000000483824	Justina Flesher	Application	None	Citrix ICA Client		TIR Missed: No	0.14
Application Services		Tony Larsen	Human Services	Low	Resolved	TTR Missed: No	1.23
INC000000483835	Robert Gordon	Application	None	Microsoft Office 2003 Profession	TIR Missed: No	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.39
INC000000483843	Kristie Gilson	PC/Laptop	None	Novell GroupWise		TIR Missed: No	0.20
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.39
INC000000483865	Andrew Nash	Application	None	Novell GroupWise		TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000483890	Nader Mikhail	Network	Incident	None		TIR Missed: No	0.00
Network Operations		Kelli Okumura	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000483891	Stacey Gleed	None	None	None		TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000483903	Mary Durfee	None	None	None		TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000483912	Mindy Hull	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
Rural Central Desktop Support		Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.43
INC000000483934	Donelle Clements	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Rural North Desktop Support		Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000483936	Debbie Stevens	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Rural North Desktop Support		Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

Incident	Requester	Category 1	Category 2	Item		TIR/TTR Missed		Time
INC000000483953	Amanda L Jensen	Application	Error	None		TIR Missed: No		0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000483993	Chad McDonald	None	None	None		TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000484000	Eric Hanson	None	None	None		TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000484005	Laurinda Kennedy	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000484016	Heather Rondorf	Application	Password	RSA SecurID Software Token		TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000484018	Gloria Beagley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000484021	Ardella Peterson	Application	Reporting	None		TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000484022	Richard Schade	Network	Error	None		TIR Missed: No		0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000484030	Tim Herzog	Application	None	PGP		TIR Missed: No		0.15
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Resolved	TTR Missed: No		0.65
INC000000484032	Scott Abeyta	None	None	Office of Recovery Services Info		TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000484037	Connie R Frandsen	Application	None	Adobe Connect		TIR Missed: No		0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000484046	Eva Clarke	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No		0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No		0.01
INC000000484058	Kathy Wilcox	Application	None	Citrix ICA Client		TIR Missed: No		0.74
	Application Services	Tony Larsen	Human Services	Low	Resolved	TTR Missed: No		3.90
INC000000484070	Eric Freeman	None	None	None		TIR Missed: No		0.78
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No		0.83
INC000000484081	Maria Justice	PC/Laptop	None	None		TIR Missed: No		0.01
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No		0.21
INC000000484093	Jackie Stahler	PC/Laptop	None	None		TIR Missed: No		0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No		0.37
INC000000484094	Mark Forbes	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No		0.58
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No		1.01

Human Services

INC000000484122	Jackie L Pettis	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000484134	Connie R Frandsen	Application	None	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.48
INC000000484144	Robert Snarr	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000484172	Sandra Ferland	None	None	SAFE	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.19
INC000000484183	Frank Garcia	PC/Laptop	None	None	TIR Missed: No	0.22
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	1.06
INC000000484189	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000484192	Alease Guymon	Application	None	Adobe Connect	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.12
INC000000484208	Steve Wrigley	Application	Reporting	Novell GroupWise	TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000484213	Janie Lopez	Application	Password	Computerized Unemployment B	TIR Missed: No	0.27
Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed: No	0.65
INC000000484218	Jana Darling	Application	None	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.40
INC000000484233	Christy Van Buskirk	None	None	None	TIR Missed: No	0.26
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.41
INC000000484251	Jose M Herrera	Network	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000484254	Sarah Lake	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000484291	Marcia Martineau	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.05
INC000000484296	Debora Wawro	Network	Incident	None	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000484305	Ronald Martz	Network	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.06
INC000000484307	Gretchen Howell	Telecom	Call Management	Telephone	TIR Missed: No	0.07
Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	0.24

Human Services

INC000000484325	Jarilyn Sterling	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.09
INC000000484338	Claire Rolfe	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000484339	Ben Ukoh-Eke	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000484340	Connie R Frandsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000484344	Laurie Fuhriman	Network	None	ZENworks for Desktops	TIR Missed: No	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000484354	Janis Widdison	Network	None	None	TIR Missed: No	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000484357	Leslee Butterfield	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.01
INC000000484369	Laurie Fuhriman	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk		Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000484395	Lori Giovannoni	Application	None	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000484396	Janis Widdison	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.01
INC000000484425	Melissa Herrera	None	None	None	TIR Missed: No	0.00
Network Operations		Brian Chatwin	Human Services	Low	Resolved	TTR Missed: No	0.35
INC000000484432	Traci Barker	Application	Reporting	Symantec AntiVirus	TIR Missed: Yes	1.59
Rural South Desktop Support		Lane Adams	Human Services	Low	Resolved	TTR Missed: No	1.59
INC000000484437	Gretchen Howell	Telecom	Call Management	Telephone	TIR Missed: No	0.11
Voice Operations		Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	0.11
INC000000484442	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000484456	Kalolaine Sekona	Application	None	Novell GroupWise	TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000484475	Lorene Afo	None	None	Content Manager	TIR Missed: Yes	2.15
ORS Content Manager		Les Roberts	Human Services	Low	Resolved	TTR Missed: No	2.15
INC000000484484	Edith Martinez	Application	Error	Microsoft Excel	TIR Missed: No	0.00
Metro D Help Desk		Doug Brown	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

Incident	Requester	Category	Type	Item			TIR/TTR Missed		Hours
INC000000484515	Jamie Luna	Application	Password	Citrix ICA Client			TIR Missed:	Yes	1.10
	Application Services	Tony Larsen	Human Services	Low		Resolved	TTR Missed:	No	5.58
INC000000484517	John Macfarlane	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low		Resolved	TTR Missed:	N/A	
INC000000484554	Christine Livingston	None	None	None			TIR Missed:	No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low		Resolved	TTR Missed:	No	0.00
INC000000484587	Rodney Karr	None	None	None			TIR Missed:	No	0.00
	Rural South Desktop Support	Doug Thornton	Human Services	Low		Resolved	TTR Missed:	No	0.00
INC000000484616	DJ Hicks	PC/Laptop	Performance	None			TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low		Resolved	TTR Missed:	No	0.64
INC000000484617	Katie DeGroot	Application	Password	Utah Criminal Justice Informatio			TIR Missed:	No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low		Resolved	TTR Missed:	No	0.00
INC000000484618	Katie DeGroot	Mainframe	Password	BlueZone			TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low		Resolved	TTR Missed:	No	0.00
INC000000484621	Marva Anderson	None	None	None			TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low		Resolved	TTR Missed:	No	0.00
INC000000484633	Cindy Lowe	Application	Reporting	Novell GroupWise			TIR Missed:	No	0.24
	Metro B Help Desk	Val Shepherd	Human Services	Low		Resolved	TTR Missed:	No	0.47
INC000000484643	Joan Charter	Print/Copy/Scan/Fax	Queue	None			TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low		Resolved	TTR Missed:	No	0.00
INC000000484647	Becky Gallegos	Application	Error	None			TIR Missed:	No	0.30
	Metro B Desktop Support	Annice Valdez	Human Services	Low		Resolved	TTR Missed:	No	1.91
INC000000484649	Wade Pierce	None	None	None			TIR Missed:	No	0.00
	Rural North Desktop Support	Dane Smith	Human Services	Low		Resolved	TTR Missed:	No	0.00
INC000000484651	Matthew Rasmussen	Application	None	Gmail			TIR Missed:	No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low		Resolved	TTR Missed:	No	0.00
INC000000484652	John Perkins	Network	Password	None			TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low		Resolved	TTR Missed:	No	0.61
INC000000484655	Deanna Young	PC/Laptop	Hardware	None			TIR Missed:	No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low		Resolved	TTR Missed:	No	0.00
INC000000484664	Jane Martin	Telecom	Call/Receive	Telephone			TIR Missed:	No	0.16
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Medium		Resolved	TTR Missed:	No	0.73
INC000000484668	Loretta Galvan	Network	Error	None			TIR Missed:	No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low		Resolved	TTR Missed:	No	0.02

Human Services

Incident	Name	Category	Type	Product	TIR Missed		Value
INC000000484673	Karma J Belcher	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.03
INC000000484688	Judy Perry	Network	Incident	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Help Desk	James Stearns	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000484700	Richard G Johnston	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.25
INC000000484712	Jackie Stahler	Application	None	Microsoft Windows 7	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000484715	Spencer Hall	None	None	Gmail	TIR Missed:	No	0.00
	Metro C Help Desk	Chris Olson	Human Services		Low	Resolved	TTR Missed: No	
INC000000484724	Phillip Jones	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000484728	Scheila Beekhuizen	Application	Error	BlueZone	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000484731	Linda Boyd-Melancon	Application	Error	M86	TIR Missed:	No	0.52
	Security	Bart Grant	Human Services		Low	Resolved	TTR Missed: No	0.60
INC000000484774	Dane Villamil	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000484779	Laurie Flores	PC/Laptop	None	None	TIR Missed:	No	0.14
	Metro B Desktop Support	Peter Musser	Human Services		Low	Resolved	TTR Missed: No	0.39
INC000000484780	Amy Graham	PC/Laptop	Hardware	None	TIR Missed:	No	0.98
	Rural North Desktop Support	Ryan Casey	Human Services		Low	Resolved	TTR Missed: No	0.98
INC000000484785	Brett Jeanselme	Application	None	State Payroll Time Entry System	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000484786	Maria Justice	Application	None	DB2 Query Management Facility	TIR Missed:	No	0.01
	Metro B Desktop Support	Annice Valdez	Human Services		Low	Resolved	TTR Missed: No	0.19
INC000000484789	Elizabeth Purdy	Application	Password	Citrix ICA Client	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000484798	Jill Bell	Application	Password	DB2 Query Management Facility	TIR Missed:	No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.03
INC000000484807	Ivana Meandzija	Application	None	Contract Approval Payment Sys	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000484833	Elizabeth Purdy	Application	Error	Citrix ICA Client	TIR Missed:	No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.24

Human Services

INC000000484847	Kari Wright	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000484848	Kathy Tollett	Application	None	Microsoft Word		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.15
INC000000484851	Delton Pugh	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000484854	Amy Graham	Application	Password	Gmail		TIR Missed: No	0.77
Application Services	Martin Gonzalez	Human Services	Low	Resolved	TTR Missed: No	1.03
INC000000484855	Tina Lloyd	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.29
Rural South Desktop Support	Doug Thornton	Human Services	Low	Resolved	TTR Missed: No	0.29
INC000000484883	Ella Lopez	None	None	Content Manager		TIR Missed: Yes	1.30
ORS Content Manager	Les Roberts	Human Services	Low	Resolved	TTR Missed: No	1.30
INC000000484887	Matt Reed	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000484900	Linda Boyd-Melancon	Telecom	None	None		TIR Missed: Yes	2.12
Voice Operations	Gail Christiansen	Human Services	Low	Resolved	TTR Missed: No	2.12
INC000000484901	Linda Long	Network	Error	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000484904	Kari Wright	None	None	Proofpoint Email Security		TIR Missed: No	0.11
Application Services	Tony Larsen	Human Services	Low	Resolved	TTR Missed: No	2.81
INC000000484910	Kathy Butt	Mainframe	Error	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.07
INC000000484914	Jill Mcafee	Application	Reporting	SAFE		TIR Missed: No	0.51
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.51
INC000000484917	Justina Flesher	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.33
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000484927	Kevin Holmes	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000484937	Nicole Thacker	Mainframe	Error	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.18
INC000000484947	Stacey Gleed	None	None	Ipads		TIR Missed: No	0.13
Metro B Desktop Support	Wayne Higgs	Human Services	Low	Resolved	TTR Missed: No	3.69
INC000000484960	Valene Gibbs	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000484962	Tamie Hamblin	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000484967	Keith Brown	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000484968	Terri Niederhauser	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000484970	Holly Freestone	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000484972	Kathy Butt	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000484975	Natalie Stoddard	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000484976	Terri Niederhauser	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000484977	Stephanie Quintana	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000484982	Mark Brasher	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000484999	Mayla Slack	Application	None	SAFE		TIR Missed: No	0.06
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.49

INC000000485014	Sara Hinckley	Application	None	SAFE		TIR Missed: No	0.41
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.50

INC000000485025	Lori Savage	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000485042	Connie Carvajal	Application	None	None		TIR Missed: No	0.20
Metro B Desktop Support	Wayne Higgs	Human Services	Low	Resolved	TTR Missed: No	2.00

INC000000485044	Scott Beagley	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000485082	Diane Maciel	None	None	Novell GroupWise		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000485083	Heidi Erickson	None	None	ZENworks for Desktops		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.03

INC000000485085	Travis Ewing	Network	Error	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02

Human Services

Incident	Name	Category	Type	System	TIR Missed	TTR Missed	Value
INC000000485090	John B Wilson	Network	None	None	TIR Missed: No		0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.28
INC000000485101	Cathy Valerio	Network	Error	None	TIR Missed: No		0.25
	Metro B Desktop Support	Wayne Higgs	Human Services	Low	Resolved	TTR Missed: No	0.86
INC000000485104	Marcus Litchfield	Application	Password	Novell GroupWise	TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000485109	Scott Jacobson	Mainframe	Password	BlueZone	TIR Missed: No		0.40
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.47
INC000000485117	Scott Beagley	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000485126	Jennifer Lynn Nelson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000485145	Diane Miller	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000485155	Nichol Tidwell	Mobile Devices	Error	iPhone	TIR Missed: No		0.24
	Application Services	Dustin Crump	Human Services	Low	Resolved	TTR Missed: No	0.37
INC000000485194	Kalolaine Sekona	Application	None	SAFE	TIR Missed: Yes		1.54
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	1.56
INC000000485224	Tim Herzog	Application	Reporting	Mozilla Firefox	TIR Missed: No		0.70
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Resolved	TTR Missed: No	1.21
INC000000485250	Pat Peterson	None	None	Microsoft Windows XP Professio	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000485253	Lisa Jorgensen	Application	Password	Utah Master Directory	TIR Missed: No		0.18
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.38
INC000000485268	Watkins Singletary	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000485269	Vern Greenhalgh	None	None	Content Manager	TIR Missed: Yes		2.17
	ORS Content Manager	Les Roberts	Human Services	Low	Resolved	TTR Missed: No	2.17
INC000000485270	Susan Johnson	Application	None	Office of Recovery Services Infc	TIR Missed: No		0.37
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.47
INC000000485276	Andre Kayisabe	Application	Error	SAFE	TIR Missed: No		0.93
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	2.35
INC000000485288	Laurie Adams	None	None	None	TIR Missed: No		0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000485291	Todd M Smith	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000485298	Denise Chandler	Network	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Resolved	TTR Missed: No	0.28
INC000000485300	Scheila Beekhuizen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000485312	Ming Wang	Application	None	Novell GroupWise		TIR Missed: No	0.38
	Application Services	Tony Larsen	Human Services	Low	Resolved	TTR Missed: No	0.38
INC000000485337	Sherrie Hatch	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000485339	Dave Farley	Application	Password	Remedy Service Request Mana	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000485340	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000485345	Dave Farley	Application	Reporting	Internet Explorer		TIR Missed: No	0.68
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	1.68
INC000000485348	Vicki Robinson	Application	Password	Citrix ICA Client		TIR Missed: No	0.11
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.11
INC000000485357	Tifani X Baird	Application	Password	Utah Master Directory		TIR Missed: No	0.58
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.80
INC000000485368	Tim Herzog	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000485379	Weston Neilsen	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000485382	Jolene Durrant	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	0.63
INC000000485387	Heather Barlow	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000485389	Keith Brown	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000485391	Billy Zumbrun	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000485392	Terri Niederhauser	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000485393	Tamie Hamblin	Application	Error	Gmail			TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000485397	Chuck Berglund	None	None	None			TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000485398	Chuck Berglund	None	None	None			TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000485404	Jaime Johnson	None	None	None			TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000485406	Kristin Orgill	None	None	None			TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000485412	Tiffani Diamond	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000485413	Kimberly Hyde	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000485423	Joseph Williams	Network	Incident	None			TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000485424	Jennifer Jamalkowski	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000485440	Mark Smith	Application	Password	Utah Master Directory			TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000485465	Cindy M Christensen	None	None	None			TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000485481	Kathleen Sims	Application	Password	None			TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000485499	Sandy Gibson	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000485519	Spencer Hall	Application	Password	None			TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000485520	Daniel Musto	PC/Laptop	Error	None			TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.55
INC000000485526	Sandy Gibson	Mainframe	Password	BlueZone			TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000485529	Spencer Hall	Application	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved		TTR Missed: No	0.00

Human Services

INC000000485530	Scott Roudabush	Telecom	Voice Mail	Telephone		TIR Missed: No	0.17
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	0.92
INC000000485531	Dan Chatterton	Application	None	PGP		TIR Missed: No	0.55
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	2.81
INC000000485532	Cody McBride	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000485533	Cody McBride	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000485558	Matt Watkins	Application	Password	Utah Master Directory		TIR Missed: No	0.26
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.32
INC000000485560	Brian Koralewski	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000485563	Theresa Richardson	PC/Laptop	Error	None		TIR Missed: No	0.34
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.44
INC000000485570	Gwynith Welch	Application	Password	Gmail		TIR Missed: No	0.40
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.41
INC000000485576	Dale Robins	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Human Services	Low	Resolved	TTR Missed: No	5.71
INC000000485579	Kelly R Anderson	Application	None	Novell GroupWise		TIR Missed: No	0.37
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.52
INC000000485588	Lory Pond	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000485593	Thad Bainbridge	Network	Password	IManager		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000485594	Ashlee Hall	PC/Laptop	Hardware	None		TIR Missed: No	0.56
	Rural South Desktop Support	Ryan Bennett	Human Services	Low	Resolved	TTR Missed: No	0.56
INC000000485611	Cathy Davis	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000485631	Kristy Walker	Mainframe	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.03
INC000000485633	Dan Chatterton	Network	Password	None		TIR Missed: No	0.14
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	2.16
INC000000485635	Jeff Harrop	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Resolved	TTR Missed: No	0.03

Human Services

| INC000000485644 | Karen Krommenhoek | None | None | Novell GroupWise | TIR Missed: No | 0.42 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.44 |

| INC000000485649 | Heidi Jones | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Resolved | TTR Missed: No | 0.01 |

| INC000000485651 | Spencer Hall | Application | Password | Smart Shield | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | John Donaldson | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000485670 | Christy M Wixom | Application | None | Microsoft Visio | TIR Missed: No | 0.23 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | |

| INC000000485717 | Marilyn Petty | None | None | DB2 Query Management Facility | TIR Missed: No | 0.00 |
| Metro C Help Desk | Ross Owen | Human Services | Low | Resolved | TTR Missed: No | 0.34 |

| INC000000485747 | Erin Liming | Application | None | Utah Statewide Immunization In | TIR Missed: No | 0.63 |
| USIIS Tech Support | Yukiko Yoneoka | Human Services | Low | Resolved | TTR Missed: No | 0.63 |

| INC000000485750 | Alease Guymon | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Resolved | TTR Missed: No | 0.02 |

| INC000000485759 | Marilyn Petty | Application | Password | DB2 Query Management Facility | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000485761 | Chuck Berglund | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000485770 | Justina Flesher | Network | Incident | Novell ConsoleOne | TIR Missed: No | 0.18 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.28 |

| INC000000485776 | Jacquie Poulsen | Mobile Devices | Error | Novell GroupWise PDA Connec | TIR Missed: No | 0.37 |
| Application Services | Danielle Hood | Human Services | Low | Resolved | TTR Missed: No | 0.52 |

| INC000000485784 | Rick H Hansen | Application | None | Action Request System | TIR Missed: No | 0.31 |
| Help Desk | Eileen Dubach | Human Services | Low | Resolved | TTR Missed: No | 0.47 |

| INC000000485788 | Kristie M VanWagoner | None | None | SAFE | TIR Missed: No | 0.00 |
| Metro B Desktop Support | Peter Musser | Human Services | Low | Resolved | TTR Missed: No | 1.16 |

| INC000000485789 | Jeanne Finefeuiaki | Application | None | SAFE | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Paul Petersen | Human Services | Low | Resolved | TTR Missed: No | 1.15 |

| INC000000485793 | Justina Flesher | Network | Incident | Novell ConsoleOne | TIR Missed: No | 0.65 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000485801 | Elaine Jimenez | Application | None | SAFE | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Paul Petersen | Human Services | Low | Resolved | TTR Missed: No | 1.81 |

| INC000000485814 | Jackie L Pettis | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

Human Services

Incident	Name	Category	Type	Item	TIR/TTR Missed	Value
INC000000485822	Cheryl Dubach	Network	Incident	None	TIR Missed: No	0.55
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.56
INC000000485837	Arnell Wamsley	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.15
INC000000485841	Karla Campbell	Telecom	None	None	TIR Missed: No	0.07
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	0.87
INC000000485846	Judy Hull	Application	Password	PGP	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000485849	Travis Ewing	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: Yes	1.41
	Application Services	Danielle Hood	Human Services	Low	Resolved	TTR Missed: No	1.41
INC000000485851	Luanne Endres	Telecom	Voice Mail	Telephone	TIR Missed: No	0.11
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	1.54
INC000000485854	Lory Pond	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	
INC000000485855	Kerry Soelberg	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000485867	Terrie Basinger	Network	Incident	None	TIR Missed: No	0.15
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000485868	Maria I Ramirez	Application	Error	Novell GroupWise	TIR Missed: No	0.47
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.73
INC000000485872	Carma Hemingway	Application	Error	None	TIR Missed: No	0.75
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	4.43
INC000000485873	Arnell Wamsley	Mainframe	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.03
INC000000485877	Barbara Holstein	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000485884	Brett Johnson	Print/Copy/Scan/Fax	Incident	None	TIR Missed: Yes	1.03
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	3.00
INC000000485887	Saori Phouthavongsay	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000485894	Carrie Worthen	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000485897	Terri Rowley	Application	None	SAFE	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	3.06

Human Services

INC000000485906	Tom Kelly	Application	None	Gmail		TIR Missed:	Yes	1.69
Application Services	Martin Gonzalez	Human Services		Low	Resolved	TTR Missed:	No	2.19
INC000000485911	John Wilson	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	0.55
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed:	No	0.92
INC000000485919	Tamara Bates	Application	None	Novell GroupWise		TIR Missed:	No	0.00
Help Desk	Brenda Treadway	Human Services		Low	Resolved	TTR Missed:	No	0.00
INC000000485932	Susan Bowman	Mainframe	Error	None		TIR Missed:	No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed:	No	0.07
INC000000485951	Jill Merritt	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed:	No	0.15
Voice Operations	Romanza Hamblin Sorensen	Human Services		Low	Resolved	TTR Missed:	No	1.69
INC000000485992	Maria M Ramirez	Network	None	Novell Messenger		TIR Missed:	No	0.16
Application Services	Tony Larsen	Human Services		Low	Resolved	TTR Missed:	No	1.11
INC000000486002	Marcie Valenzuela	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.50
Metro B Desktop Support	Peter Musser	Human Services		Low	Resolved	TTR Missed:	No	0.50
INC000000486004	Georgeia Wood	Application	None	DB2 Query Management Facility		TIR Missed:	No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed:	No	0.04
INC000000486023	Sherri Hernandez	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Resolved	TTR Missed:	No	0.00
INC000000486025	Brad Cook	Application	None	SAFE		TIR Missed:	No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed:	No	0.02
INC000000486039	Julie Mortensen	None	None	None		TIR Missed:	No	0.68
Application Services	Tony Larsen	Human Services		Medium	Resolved	TTR Missed:	No	1.01
INC000000486089	Jamie Wuthrich	Network	None	None		TIR Missed:	No	0.24
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed:	No	2.20
INC000000486098	Lisa Bruno	Telecom	Dial Tone	None		TIR Missed:	No	0.29
Voice/Data/WAN Services	T Artis	Human Services		Low	Resolved	TTR Missed:	No	1.07
INC000000486099	Derrick Fryer	None	None	State Payroll Time Entry System		TIR Missed:	No	0.00
Help Desk	Vicky Marrelli	Human Services		Low	Resolved	TTR Missed:	No	0.24
INC000000486119	Allyson Dopp	Mainframe	Error	None		TIR Missed:	No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed:	No	0.02
INC000000486125	Shawna Cales	None	None	Gmail		TIR Missed:	No	0.08
Rural North Desktop Support	Kim Ratushniak	Human Services		Low	Resolved	TTR Missed:	No	0.64
INC000000486126	Shawna Cales	None	None	Gmail		TIR Missed:	No	0.00
Metro C Help Desk	Chris Olson	Human Services		Low	Resolved	TTR Missed:	No	

Human Services

INC000000486130	Mary Lou Warner	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.22
INC000000486131	Todd M Smith	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	3.54
INC000000486151	Kristen Soto	Application	None	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000486152	Angela Robbins	Network	Error	None	TIR Missed: No	0.10
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.25
INC000000486156	Susan Goodman	PC/Laptop	Error	None	TIR Missed: No	0.20
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.28
INC000000486162	Brenda Fotheringham	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000486165	Stephanie Quintana	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000486184	Marilyn Petty	None	None	DB2 Query Management Facility	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000486187	Marilyn Petty	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000486188	Donelle Clements	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000486193	Tamie Hamblin	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000486196	Holly Freestone	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000486198	Kathleen Fife	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000486201	Roxanne Scoggan	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.03
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.85
INC000000486221	Amber Poll	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Anthony Booyse	Human Services	Low	Resolved	TTR Missed: No	0.08
INC000000486224	Adriane Warr	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Anthony Booyse	Human Services	Low	Resolved	TTR Missed: No	0.07
INC000000486226	Doris Prettyman	Application	Error	Novell GroupWise	TIR Missed: No	0.05
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.25

Human Services

INC000000486228	Lora Flanigan	None	None	None		TIR Missed: No		0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Resolved	TTR Missed: No		0.06
INC000000486229	Amanda Steffon	None	None	None		TIR Missed: No		0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Resolved	TTR Missed: No		0.06
INC000000486269	Arnaldo Leon	Network	Error	None		TIR Missed: No		0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No		0.06
INC000000486276	Roshena Hansen	None	None	ZENworks for Desktops		TIR Missed: No		0.11
	Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No		1.94
INC000000486279	Craig Berntson	PC/Laptop	None	None		TIR Missed: No		0.48
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No		0.48
INC000000486293	Angela Robbins	Application	Password	Remedy Service Request Mana	TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000486296	Ray Harris	None	None	None		TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No		0.04
INC000000486321	Shirley Bleazard	Application	Error	Novell GroupWise		TIR Missed: No		0.27
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No		0.74
INC000000486322	Tonya Myrup	None	None	None		TIR Missed: No		0.24
	Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No		0.24
INC000000486324	Trisha Reynolds	Network	Incident	Novell ConsoleOne		TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No		0.16
INC000000486345	Sekone Tapu	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000486369	Mike Pickett	PC/Laptop	Performance	None		TIR Missed: No		0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Resolved	TTR Missed: No		0.84
INC000000486385	Toni Davis	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000486387	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000486399	David Lowe	None	None	None		TIR Missed: No		0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No		0.62
INC000000486404	Angela Bleggi	Application	None	SAFE		TIR Missed: No		0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No		0.08
INC000000486405	Darrin Judd	Mobile Devices	Error	Droid		TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No		0.00

Human Services

INC000000486412	Jeanne Finefeuiaki	Network	Password	None		TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved		TTR Missed: No	0.53
INC000000486451	Fololini Havea	None	None	None		TIR Missed: No	0.00
Metro B Hosting	Paul Seager	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000486459	Becky Adams	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.15
INC000000486473	Stephanie Stuart	Mobile Devices	None	Gmail		TIR Missed: Yes	1.02
Application Services	Dustin Crump	Human Services	Low	Resolved		TTR Missed: No	2.22
INC000000486479	John H Thompson	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000486480	Timaree Crandell	Application	Error	None		TIR Missed: No	0.13
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved		TTR Missed: No	2.51
INC000000486483	Becky Gallegos	None	None	RSA SecurID Software Token		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.04
INC000000486484	Sandy Gibson	None	None	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved		TTR Missed: No	
INC000000486497	Arlene Call	Application	Password	BlueZone		TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000486501	Dianne Warner-Kearney	Application	None	PGP		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000486502	Daniel Musto	Application	Password	PGP		TIR Missed: No	0.20
Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Resolved		TTR Missed: Yes	6.76
INC000000486522	Sandy Gibson	Application	None	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000486550	Amber Poll	Application	None	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	0.03
INC000000486561	Chelsea Griffin	Application	Password	PGP		TIR Missed: No	0.35
Rural North Desktop Support	Dane Smith	Human Services	Low	Resolved		TTR Missed: No	0.35
INC000000486568	Leslie Barton	Network	None	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	0.02
INC000000486588	Kristy Plaskett	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
Metro B Desktop Support	Wayne Higgs	Human Services	Low	Resolved		TTR Missed: No	2.53
INC000000486591	Julie Wright	Application	None	Novell GroupWise		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00

Human Services

INC000000486602	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000486623	Kris Hansen	PC/Laptop	None	None		TIR Missed: No	0.03
Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Resolved		TTR Missed: No	0.10
INC000000486639	Marcie Valenzuela	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	3.33
INC000000486640	Nicole Sweat	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000486644	Stephanie Stuart	Application	Error	Gmail		TIR Missed: No	0.00
Application Services	Dustin Crump	Human Services	Low	Resolved		TTR Missed: No	2.57
INC000000486654	Lisa Bruno	None	None	None		TIR Missed: No	0.30
Voice/Data/WAN Services	Art Scott	Human Services	Low	Resolved		TTR Missed: No	0.30
INC000000486672	Bethany nelson	Telecom	Voice Mail	Telephone		TIR Missed: No	0.24
Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved		TTR Missed: No	1.12
INC000000486675	Gloria Beagley	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000486679	Nicole Sweat	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000486681	Denise Chandler	Application	None	SAFE		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	0.10
INC000000486691	Colleen Garrett	Telecom	Voice Mail	Telephone		TIR Missed: No	0.09
Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved		TTR Missed: No	1.34
INC000000486697	Misty Bringhurst	PC/Laptop	Performance	None		TIR Missed: No	0.28
Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved		TTR Missed: No	0.28
INC000000486699	Erin Liming	Application	Reporting	Utah Statewide Immunization In		TIR Missed: Yes	1.65
USIIS Tech Support	Yukiko Yoneoka	Human Services	Low	Resolved		TTR Missed: No	5.80
INC000000486713	Jacob Larson	Network	None	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	0.06
INC000000486736	Barry Richards	Application	None	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	0.21
INC000000486748	Lisa Araujo	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000486782	Donelle Clements	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved		TTR Missed: No	0.00

Human Services

INC000000486789	Kathy Butt	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000486796	Marilyn Petty	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000486804	Barry Richards	Application	None	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.05
INC000000486814	Dennis Manley	Telecom	Hardware	Telephone	TIR Missed: No	0.27
Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	0.76
INC000000486834	John Dewitt	Mobile Devices	None	BlackBerry Enterprise Server	TIR Missed: No	0.26
Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	3.54
INC000000486846	Mata Fauatea	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000486891	Lisa Martinez	Application	None	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000486934	Casey Christopherson	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000486939	Gloria Whitesides	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.26
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.40
INC000000486940	Lamont Felt	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000486943	Ellen A Ferolie	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
Application Support - EREP System	None	Human Services	Low	Resolved	TTR Missed: No	
INC000000486964	Donna Jordan	None	None	Medicaid Managed Care System	TIR Missed: No	0.95
Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	0.95
INC000000486987	Carlos Sylvanstoke	Network	Incident	None	TIR Missed: No	0.23
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.62
INC000000487015	Julie Bingham	Application	None	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000487042	Janie Lopez	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000487043	Bart Schenck	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000487048	Kathleen Fife	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000487053	Tanya Albornoz	Application	Password	Citrix ICA Client		TIR Missed:	No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.02
INC000000487064	Tanya Albornoz	Application	Error	Citrix ICA Client		TIR Missed:	No	0.12
	Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.13
INC000000487075	Robert Spencer	None	None	None		TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000487107	Ken Matheson	Application	Password	DB2 Query Management Facility		TIR Missed:	No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.03
INC000000487110	Susan Riggs	Mainframe	Password	BlueZone		TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000487114	Laurie Adams	None	None	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Robert Case	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000487118	Phillip Jones	Network	Error	None		TIR Missed:	No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.22
INC000000487126	Brian D Nelson	None	None	Gmail		TIR Missed:	No	0.10
	Application Services	Dustin Crump	Human Services		Low	Resolved	TTR Missed: No	0.13
INC000000487128	Pamela Park	None	None	None		TIR Missed:	No	0.00
	Metro B Desktop Support	Peter Musser	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000487134	Kevin Jackson	Network	None	None		TIR Missed:	No	0.21
	Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.34
INC000000487158	Ted Barratt	None	None	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Robert Case	Human Services		Low	Resolved	TTR Missed: No	1.74
INC000000487178	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000487211	Traci Wilde	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000487220	Barry Richards	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000487221	Andreja Kennedy	Application	Error	Novell GroupWise		TIR Missed:	No	0.57
	Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.77
INC000000487226	Frank Long	None	None	None		TIR Missed:	No	0.00
	Metro B Desktop Support	Ken Bolkcom	Human Services		Low	Resolved	TTR Missed: No	0.78
INC000000487227	Mary Wilder	Application	Error	Novell GroupWise		TIR Missed:	No	0.65
	Application Services	Tony Larsen	Human Services		Low	Resolved	TTR Missed: No	0.66

Human Services

INC000000487231	Ruth Hauser	Application	Error	Novell GroupWise		TIR Missed: No	0.63
Application Services		Tony Larsen	Human Services	Low	Resolved	TTR Missed: No	0.67
INC000000487235	Elizabeth Purdy	None	None	Novell GroupWise		TIR Missed: No	0.00
Metro C Help Desk		Ross Owen	Human Services	Low	Resolved	TTR Missed: No	
INC000000487236	Jamie Luna	None	None	Novell GroupWise		TIR Missed: No	0.60
Application Services		Tony Larsen	Human Services	Low	Resolved	TTR Missed: No	0.60
INC000000487238	Zlatko Porobic	Application	Error	Novell GroupWise		TIR Missed: No	0.28
Metro B Help Desk		Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.53
INC000000487247	Alycia Jurgela	None	None	None		TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.31
INC000000487252	Nuchanaad Martin	Application	Error	Novell GroupWise		TIR Missed: No	0.05
Metro B Help Desk		Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.05
INC000000487253	Shirley Bleazard	Application	Error	Novell GroupWise		TIR Missed: No	0.05
Metro B Help Desk		Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.05
INC000000487255	Meisi Collins	Application	Error	Novell GroupWise		TIR Missed: No	0.04
Metro B Help Desk		Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000487256	Kyle Goudie	Application	Error	Novell GroupWise		TIR Missed: No	0.03
Metro B Help Desk		Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.03
INC000000487261	Kyle Goudie	Application	None	Novell GroupWise		TIR Missed: No	0.00
Metro A Help Desk		Liz Evans	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000487262	Linda Murray	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic	TIR Missed: No	0.00
Rural Central Desktop Support		Jay Barfuss	Human Services	Low	Resolved	TTR Missed: No	1.91
INC000000487282	Alycia Jurgela	Application	None	Novell GroupWise		TIR Missed: No	0.00
Application Services		Martin Gonzalez	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000487285	Tonya Lundahl	None	None	None		TIR Missed: Yes	1.79
Application Services		Tony Larsen	Human Services	Low	Resolved	TTR Missed: No	1.79
INC000000487286	Angie thompson	Application	Password	Novell GroupWise		TIR Missed: No	0.00
Rural Central Desktop Support		John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000487288	Deborah Griffin	Application	Reporting	None		TIR Missed: No	0.00
Rural Central Desktop Support		John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000487291	Josette Harding	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Rural Central Desktop Support		John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000487295	Louis Nielson	None	None	None		TIR Missed: No	0.00
Metro B Hosting		Paul Seager	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000487322	Susan Bowman	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000487327	Gloria Beagley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000487338	Marcie Rogers	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Metro A Hosting	Keith Scholl	Human Services	Medium	Resolved	TTR Missed: No	0.00
INC000000487340	Kristy Walker	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000487346	Lee Kampman	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000487353	Jason Kemble	Network	Virus	None	TIR Missed: No	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000487357	Eric Freeman	Network	Virus	None	TIR Missed: No	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000487361	Tracy Coburn	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000487401	Jeffrey Gerber	Network	Error	None	TIR Missed: No	0.21
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.91
INC000000487405	Heidi Trujillo	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000487406	Nicki Bidlack	Network	None	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.29
INC000000487412	Linda Manning	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000487414	Natalie Stoddard	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000487435	Dan Rich	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000487445	Teri Erickson	None	None	PGP	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.09
INC000000487450	Marnie Maxwell	Mobile Devices	None	Droid	TIR Missed: No	0.42
Application Services	Dustin Crump	Human Services	Low	Resolved	TTR Missed: No	2.00
INC000000487456	Jason Heideman	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.70
Application Services	Danielle Hood	Human Services	Low	Resolved	TTR Missed: No	2.09

Human Services

INC000000487463	Heidi Erickson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000487467	Sean Sasser	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000487477	Christine Peasley	Application	None	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.03
INC000000487483	JJ Glazier	Application	None	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.05
INC000000487484	Sandra Downard	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.68
Metro B Help Desk		Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.70
INC000000487489	Linda Moon	Application	Error	eFIND/eSHARE	TIR Missed: No	0.00
Metro A Help Desk		Ed Conrad	Human Services	Low	Resolved	TTR Missed: No	0.14
INC000000487498	Denise Chandler	None	None	SAFE	TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.33
INC000000487510	Kris Piz	Mainframe	Error	None	TIR Missed: No	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.05
INC000000487531	Terri Dixon	PC/Laptop	Performance	None	TIR Missed: No	0.00
Rural Central Desktop Support		Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	0.03
INC000000487533	Keli Francis	PC/Laptop	Performance	None	TIR Missed: No	0.00
Rural Central Desktop Support		Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	0.01
INC000000487541	Nicci Niman	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk		James Stearns	Human Services	Low	Resolved	TTR Missed: No	
INC000000487548	Annita Kendall	Network	Error	None	TIR Missed: No	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000487569	Brian Koralewski	Application	None	Sybase Open Client	TIR Missed: No	0.00
Rural Central Desktop Support		Paul Petersen	Human Services	Low	Resolved	TTR Missed: Yes	6.10
INC000000487575	Carlyn Stansfield	Application	Error	Sybase Open Client	TIR Missed: No	0.00
Rural Central Desktop Support		Jay Barfuss	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000487578	Carrie Worthen	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro C Help Desk		Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000487605	Paige Pryor	Mobile Devices	Error	None	TIR Missed: No	0.11
Application Services		Dustin Crump	Human Services	Low	Resolved	TTR Missed: No	0.51
INC000000487635	Barry Richards	Application	Error	None	TIR Missed: No	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.52

Human Services

Incident	Customer	Category	Type	Item		TIR Missed		Value
INC000000487689	Julie Carlile	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No		0.00
Help Desk	Julie VanBeekum	Human Services		Low	Resolved	TTR Missed: No		0.00
INC000000487705	Lisa Bruno	Print/Copy/Scan/Fax	None	None		TIR Missed: No		0.66
Metro B Desktop Support	Peter Musser	Human Services		Low	Resolved	TTR Missed: No		1.73
INC000000487713	Stacy Esplin	None	None	None		TIR Missed: No		0.00
Rural North Desktop Support	Ruston McKay	Human Services		Low	Resolved	TTR Missed: No		0.00
INC000000487714	Jessica Gallegos	Application	None	Office of Recovery Services Info	TIR Missed: No		0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No		0.03
INC000000487717	Melanie Rasmussen	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No		0.00
Rural North Desktop Support	Ruston McKay	Human Services		Low	Resolved	TTR Missed: No		0.00
INC000000487725	Robert T Burton	Network	None	None		TIR Missed: No		0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No		0.11
INC000000487748	Thomas Smith	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No		0.00
INC000000487755	Savannah Leonard	Application	None	Citrix ICA Client		TIR Missed: No		0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No		0.00
INC000000487759	Sandra Reed	PC/Laptop	Hardware	None		TIR Missed: No		0.08
Metro B Desktop Support	Annice Valdez	Human Services		Low	Resolved	TTR Missed: No		0.73
INC000000487767	Stephanie Smith	None	None	None		TIR Missed: No		0.00
Rural Central Desktop Support	Jessica Purcell	Human Services		Low	Resolved	TTR Missed: No		0.00
INC000000487794	Sherrin Weiss	None	None	None		TIR Missed: No		0.00
Rural North Desktop Support	Lori Hartzell	Human Services		Low	Resolved	TTR Missed: No		0.00
INC000000487811	Lynette Parker	None	None	None		TIR Missed: No		0.04
Metro B Desktop Support	Tyler Pearce	Human Services		Low	Resolved	TTR Missed: No		0.12
INC000000487840	Lori Herbert	Application	None	Novell GroupWise		TIR Missed: No		0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No		0.00
INC000000487851	Kathy Maxfield	Network	Error	None		TIR Missed: No		0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No		0.03
INC000000487870	Delayne Heinhold	Application	None	ZENworks for Desktops		TIR Missed: No		0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No		0.03
INC000000487876	Komasquin lopez	None	None	None		TIR Missed: No		0.08
Metro B Desktop Support	Michael Barth	Human Services		Low	Resolved	TTR Missed: No		1.16
INC000000487884	Janet E Campbell	None	None	None		TIR Missed: No		0.00
Rural Central Desktop Support	Robert Case	Human Services		Low	Resolved	TTR Missed: No		0.00

Enterprise Incident Report March 2012

As of 4/2/2012

Human Services

INC000000487886	Todd M Smith	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	2.27
INC000000487902	Joanne Smuin	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000487911	Jessica Gallegos	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000487929	Susan Hendy	PC/Laptop	Hardware	None		TIR Missed: No	0.12
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	1.53
INC000000487951	Zachary W Gillespie	Network	Password	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000487967	Ivana Meandzija	Application	None	Contract Approval Payment Sys		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000487984	Lynette Parker	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000487989	Toni Munson	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.08
INC000000487993	Christina Humpherys	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000487998	Randy Gangwer	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000488000	jill hill	None	None	None		TIR Missed: No	0.35
	Network Operations	J. L. Flack	Human Services	Medium	Resolved	TTR Missed: No	0.35
INC000000488002	David A Jones	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000488021	Sigrid Nolte	PC/Laptop	None	None		TIR Missed: No	0.38
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.83
INC000000488046	Rod Cromar	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000488072	Nicole Sweat	Telecom	IP	Telephone		TIR Missed: No	0.34
	Voice Operations	Gail Christiansen	Human Services	Low	Resolved	TTR Missed: No	0.34
INC000000488077	Kimberly Hyde	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000488079	Matthew Hadley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000488104	Scott Roudabush	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000488107	Sandra Bonivert	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000488110	Kathleen Fife	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000488112	Talon Nielsen	Application	Password	Novell eDirectory	TIR Missed: No	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000488114	Sandy Baxter	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000488116	Doris Prettyman	Application	Password	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.56
INC000000488138	Fisi Moleni	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.23
INC000000488144	Timaree Crandell	Application	Error	Microsoft Word	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000488146	Doris Prettyman	Application	None	Gmail	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.55
INC000000488159	Jason Burton	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000488183	Heber Tippetts	Application	None	Internet Explorer	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.10
INC000000488201	Lynn Higginson	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.01
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.29
INC000000488205	Marcia Martineau	None	None	None	TIR Missed: No	0.21
Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Resolved	TTR Missed: No	1.07
INC000000488210	Vanessa Peterson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000488218	Terrie Basinger	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000488224	Shellie O Peterson	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000488232	Denise Chandler	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

| INC000000488246 | Linda Manning | Application | Password | Novell GroupWise | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Kim Ratushniak | Human Services | Low | Resolved | TTR Missed: No | 0.14 |

| INC000000488249 | Tiffany Quintana | Application | Error | BlueZone | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Kim Ratushniak | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000488255 | Donna Jordan | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000488265 | Vicky Westmoreland | None | None | None | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.23 |

| INC000000488295 | Karen Anderson | PC/Laptop | Performance | None | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Lance Nay | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000488306 | Yolanda Abrego | Application | Password | Citrix ICA Client | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000488308 | Janice Dabling | None | None | Microsoft Windows 7 | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Troy Morris | Human Services | Low | Resolved | TTR Missed: No | 2.28 |

| INC000000488363 | Tamra Johnson | Application | None | ZENworks for Desktops | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Lance Nay | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000488370 | Donelle Clements | PC/Laptop | Hardware | None | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Kim Ratushniak | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000488403 | Tami Fullerton | Application | None | Utah Cares | TIR Missed: No | 0.25 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Resolved | TTR Missed: No | 0.49 |

| INC000000488421 | Kristie M VanWagoner | None | None | Droid | TIR Missed: No | 0.07 |
| | Application Services | Dustin Crump | Human Services | Low | Resolved | TTR Missed: No | 0.09 |

| INC000000488429 | Eric Beidler | Network | Incident | Novell ConsoleOne | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000488432 | Salvador Mendez | Network | Incident | Novell ConsoleOne | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.41 |

| INC000000488436 | Kristie M VanWagoner | None | None | None | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000488450 | Karen Grenz | None | None | Utah Criminal Justice Informatio | TIR Missed: No | 0.01 |
| | Metro C Help Desk | Ross Owen | Human Services | Low | Resolved | TTR Missed: No | 0.51 |

| INC000000488463 | Jennifer Coomer | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000488473 | Matthew Webb | Application | Password | Utah Master Directory | TIR Missed: No | 0.30 |
| | Help Desk | Eileen Dubach | Human Services | Low | Resolved | TTR Missed: No | 0.30 |

Human Services

INC000000488479	Matthew Webb	Application	Password	Utah Master Directory	TIR Missed: No	0.19
Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.19
INC000000488482	Sandy Gibson	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000488492	Justina Flesher	None	None	None	TIR Missed: No	0.03
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.19
INC000000488502	Matthew Webb	Network	None	None	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000488504	Rafawn Rogers	Application	Password	Public Meeting / Notice Web Site	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000488514	Scott Abeyta	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000488557	Jaimee Little	Network	None	None	TIR Missed: No	0.36
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.39
INC000000488575	Troy Davis	Application	None	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000488634	Janis Widdison	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.09
INC000000488635	Lynn Sanderson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000488692	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000488694	Salvador Mendez	Telecom	None	None	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00